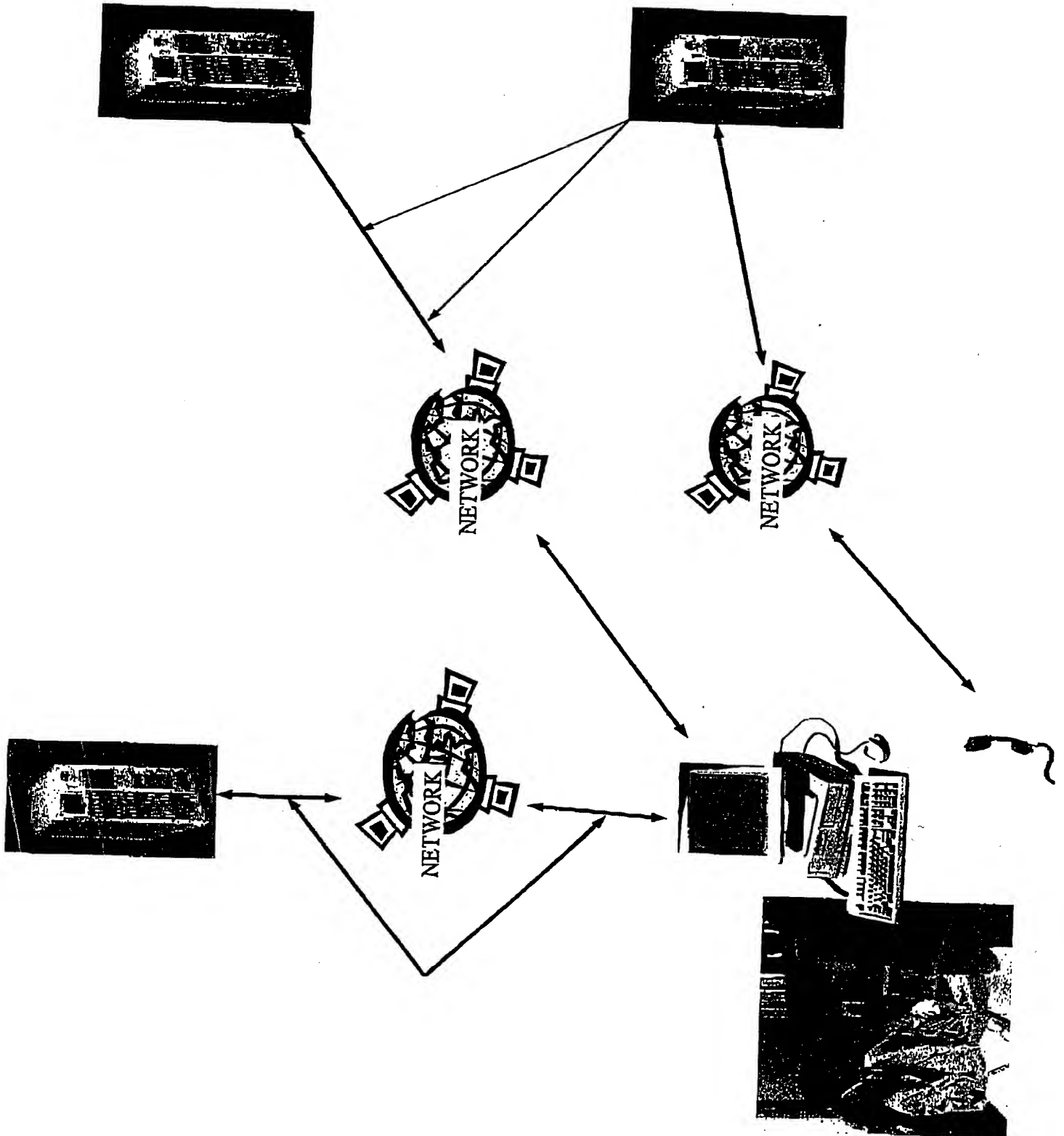


Figure 1



BEST AVAILABLE COPY

Figure 2

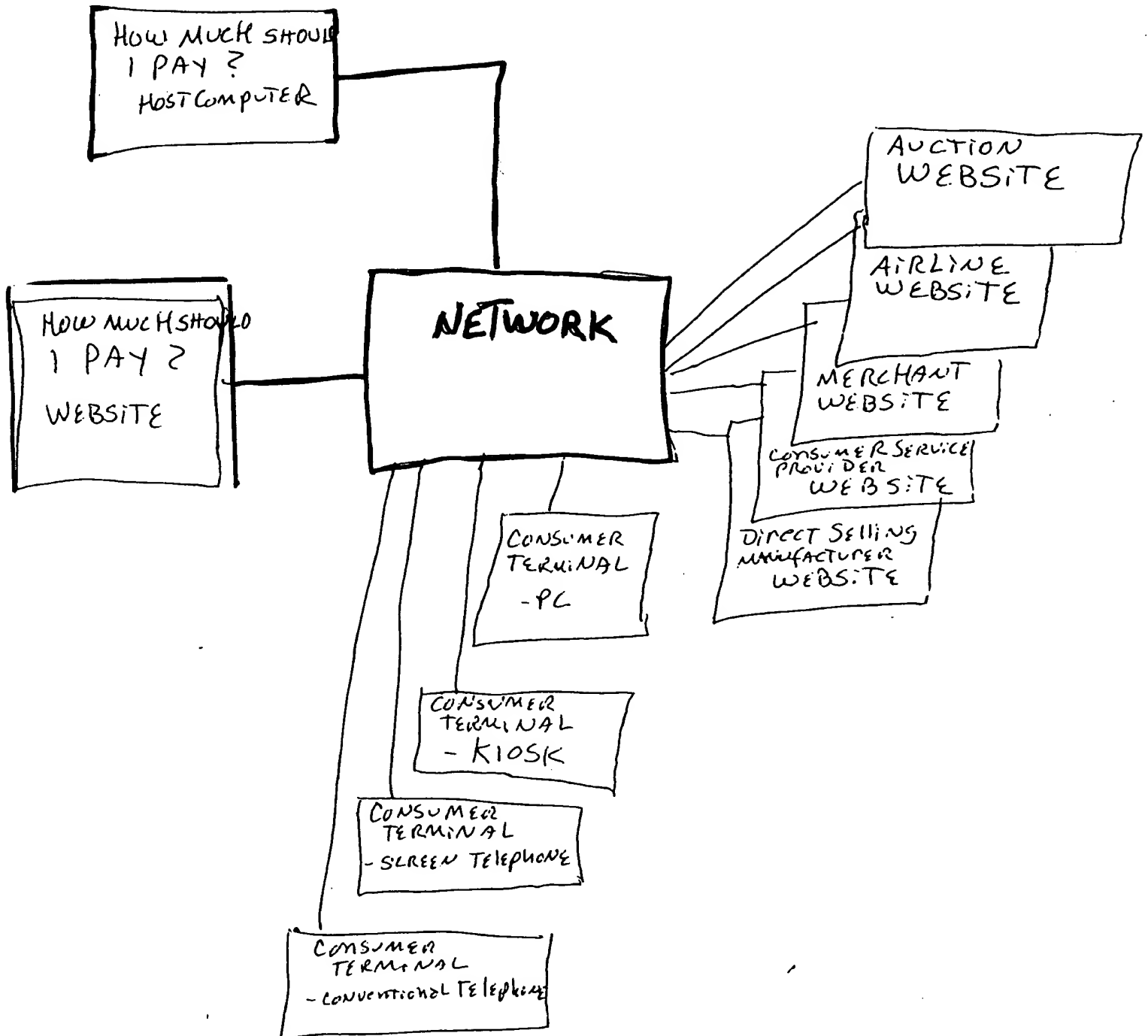
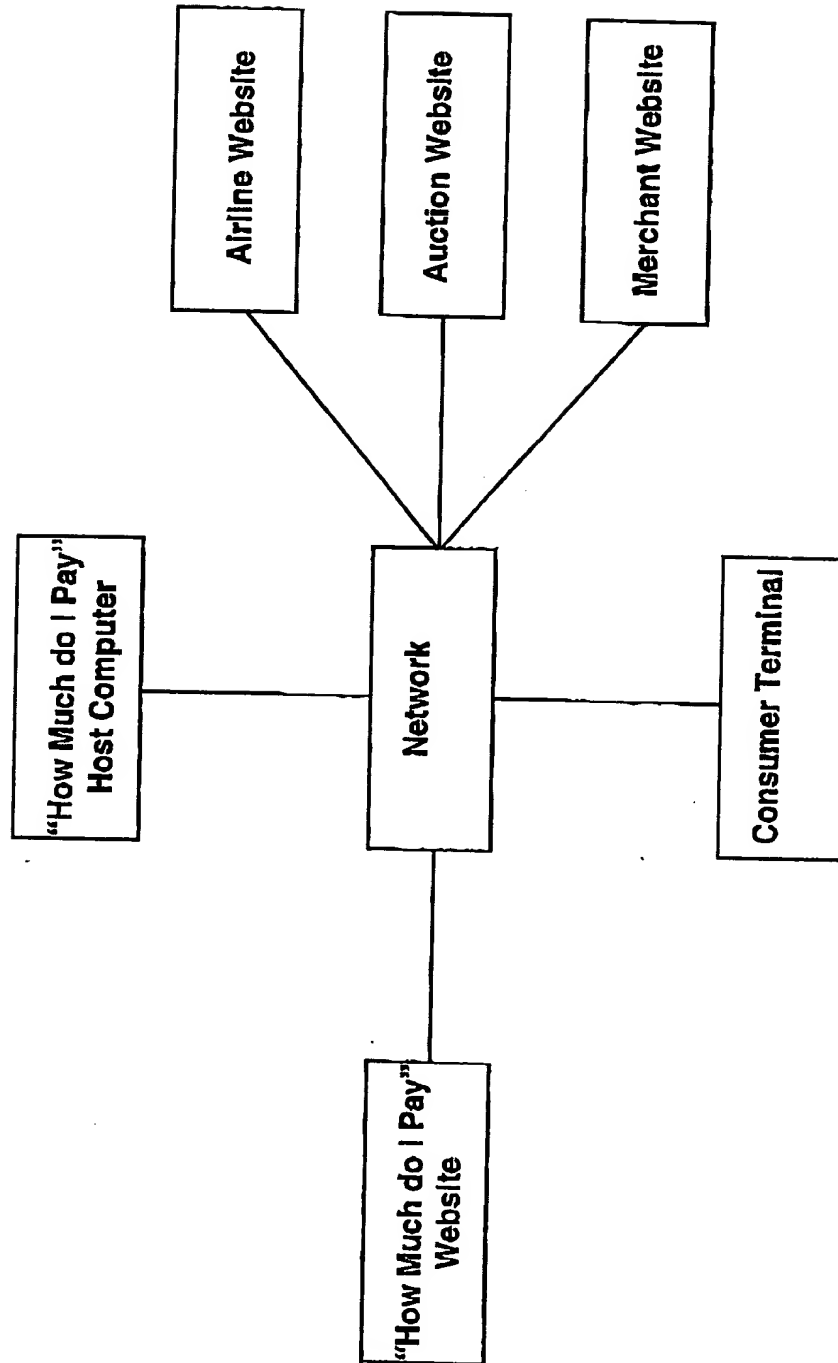


Figure 3



System and method for advising buyers how much to pay for goods and services based upon buyers subjective and objective criteria and tradeoffs of prices and referring buyers to sellers of these goods and services.

Figure 4

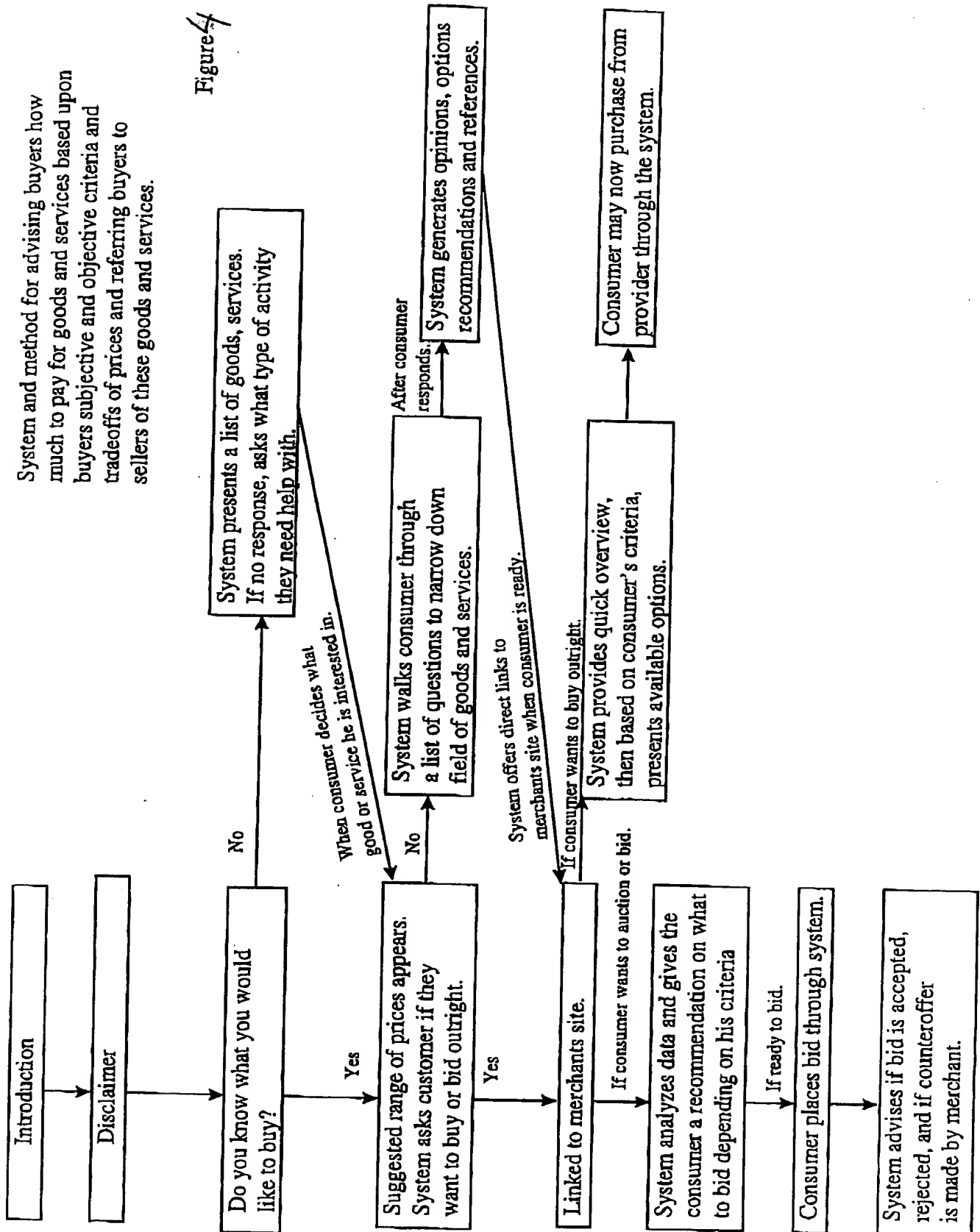
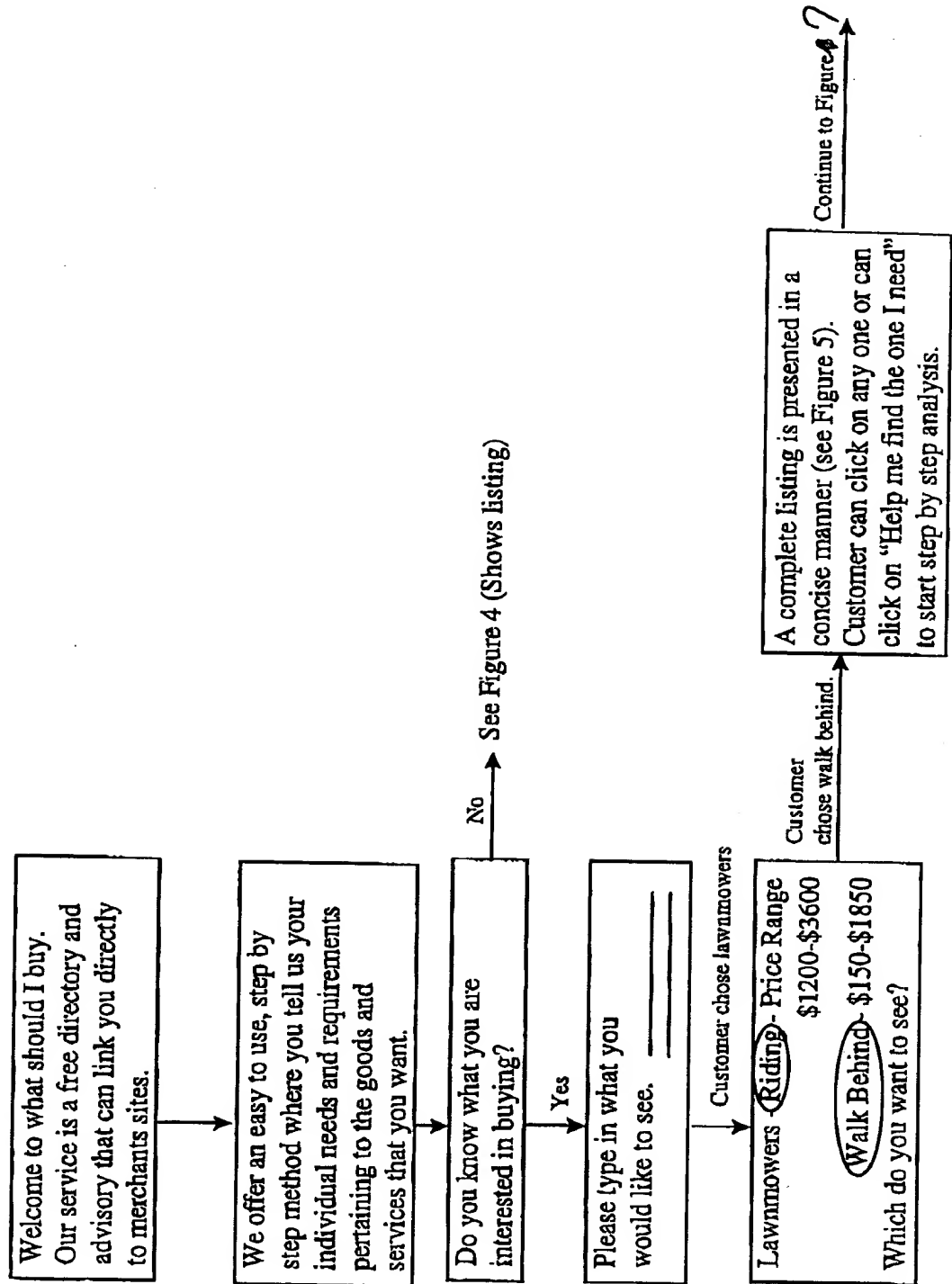


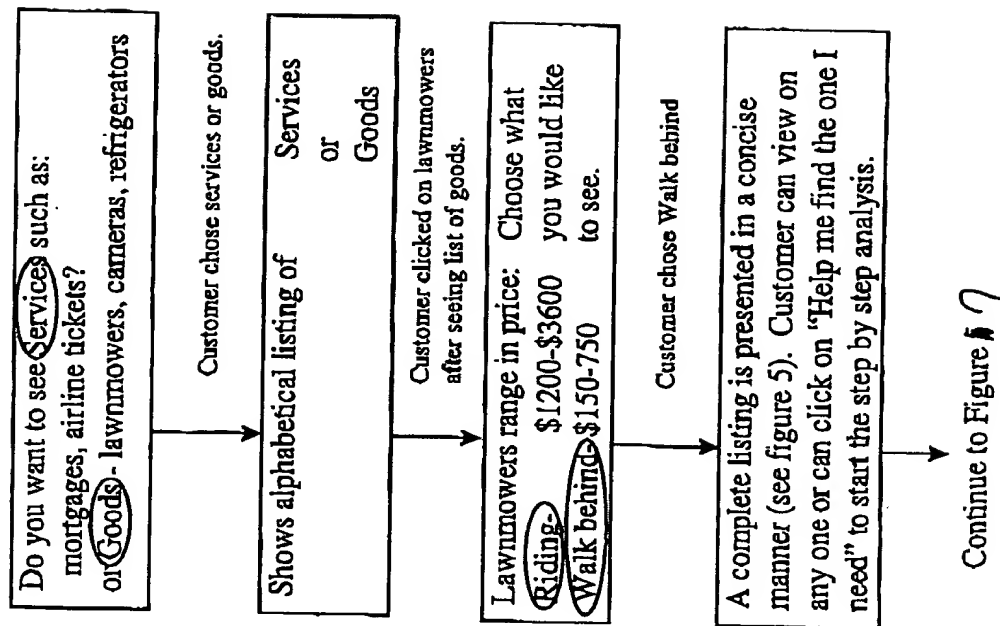
Figure 5



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Customer did not know what he wanted to buy.

Figure 6



09/807444

Figure 7

Customer Chose Walk Behind Lawnmowers (Click to view)

Continue

to
Figure 8

Manufacturer	MSRP (May Vary)	Model Number	General Specification
Toro	\$119	BH12	3.0 HP 18" Blade
Snapper	\$122	E25	3.0 HP 18" Blade
John Deer	\$135	ATX	3.5 HP 19" Blade
Briggs & Stratton	\$149	D42	3.5 HP 19" Blade
Toro	\$185	Easy Care	4.0 HP 20" Blade
John Deer	\$250	Lawnmaster 1	4.0 HP 20" Blade
Honda	\$325	4.5	4.5 HP 21" Blade
Ace Hardware	\$390	45X	4.5 HP 22" Blade
Snapper	\$430	C235	5.0 HP 22" Blade
Lawn Boy	\$480	Master Custom	5.0 HP 22" Blade
Honda	\$520	57A	5.7 HP 22" Blade
Toro	\$595	Grass Pro	5.5 HP 22" Blade
John Deer	\$650	M59	5.0 HP 22" Blade
Snapper	\$720	225	5.0 HP 22" Blade
Honda	\$850	652	6.5 HP 22" Blade

Help me decide / find the one I need.

Continue

to
Figure 9

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Figure 8

Customer Chose Walk Behind Lawnmowers

Screen displays a photograph if available, more detailed specifications from the manufacturer and a general description of features and uses. Part of this description is written by the "What Should I Buy" staff with the approval of the manufacturer.

Click Below

Where can I buy this?

I would like to bid.

I would like to buy direct.

(If manufacturer offers a bid system for this model)

(If available from manufacturer or dealer)

Help me decide / find the one I need.

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Figure 9

Customer chose I would like to purchase online.

Please tell me your zip code
13152

The closest dealer with this model is Farm and Family in Auburn, New York
(2715 Grant Avenue 252-1711; open 7:00 a.m.-9:00 p.m. M-S
The price is \$323.00

You may go to see it, call to confirm availability, or
Purchase Online

Customer chose to purchase on line

Name: _____
Address: _____
Phone: _____
Credit Card # _____ Visa/Mastercard _____ Exp.Date _____
E-mail Address: _____

Amount: \$323.17 plus 7% sales tax - Total \$345.79
Delivery and set up (Optional \$15.00)
Total w/ delivery and set-up
\$ _____

See other dealers? → Goes to 11

Please Show Me
Manufacturer's Special
Deals on Discontinued or
Overstocked Lawnmowers

Goes to 12

Figure 10

Customer Clicked on "I would like to bid"

This model is available for bidding among certain dealers.
Please specify how far you are willing to travel () miles.

The average MSRP is \$325.00 plus tax.
Based on manufacturer's comments to our company I would not advise bidding less than \$285.00.
You are not obligated to buy unless you are completely satisfied.
If your bid is accepted you will guarantee it with your credit card to reserve it.

Ready to Bid ?

Customer chose yes.

My bid is \$285.00

Thank you. We will notify you by E-mail concerning responses from dealers.

Please show me manufacturer's special deals on discontinued or overstocked lawnmowers

Goes to 12

09/807444

Figure 11

Customer chose to see other Dealers.

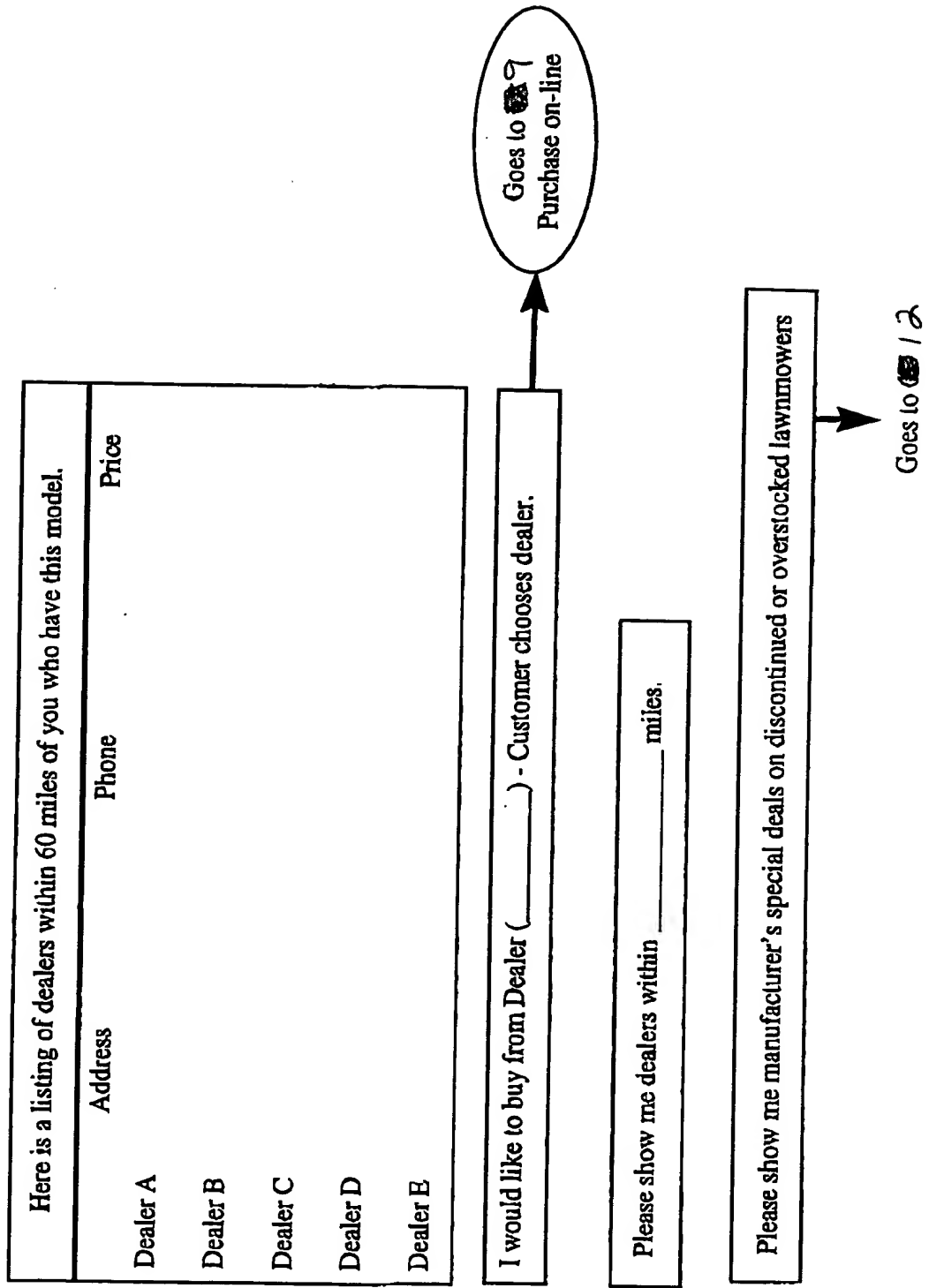


Figure 2

System displays a listing in order of cost.			
Manufacturer	Specs	Price	Shipping
Snapper	3.0 HP 20" Blade	\$195 (regular price \$ 235)	\$ 10 - 15
Ace Hardware	3.5 HP 20" Blade	\$215 (regular price \$ 260)	\$ 10 - 15
Green keep	4.0 HP 21" Blade	\$225 (regular price \$ 270)	\$ 15 - 22
John Deer	4.5 HP 22" Blade	\$294 (regular price \$ 335)	\$ 15 - 25
Toro	5.0 HP 22" Blade	\$352 (regular price \$ 395)	\$ 15 - 25
You may purchase these on-line right now.			
Click on the lawnmower that you would like to buy.			
↓			
Goes Back to 6A - Purchase On-Line			

09/807444

012

Figure 3

Customer Clicked on "Help Me Decide"

(Brief introduction and summary of the field)

Let's get started. Please answer as many questions as you can so that we may recommend the best walk behind lawnmower for you.

Walk behind mowers are available in a number of different styles that differ in their power, cutting width, overall shape, grass cutting or mulching ability, ease of use in different terrain, and propulsion systems.

How large is your lawn? _____ x _____

How often do you usually cut your grass? _____ per week _____ month

What height do you like to keep your grass?

1"-2"	very short
1"-2 1/2"	short
2 1/2"-3 1/2"	medium
3 1/2" & up	long

Do you bag your lawn clippings? _____ yes _____ no _____ sometimes

Do you like to mulch? _____ yes _____ no _____ sometimes

How would you describe your grass density?

Thin	(rye, fescue, bentgrass, bluegrass)
Moderate	(Bermuda, Johnson, hybrid mix)
Heavy	(Buffalo Grass, St. Augustine, well established Bermuda)

Is your lawn cutting area level? _____ some hills(moderate)? _____ steep hills?

Do you prefer a self propelled or standard push mower? _____ yes _____ no _____ some

Is your terrain rocky of contain lots of roots? _____ yes _____ no _____ somewhat

Do you have any corners and curves to negotiate? _____ yes _____ no _____ somewhat

Example of questions pertaining to usage and individual requirements

Figure 14

Customer Clicked on "Help Me Decide"

Based upon your answers we recommend the following order.

Brand and Model	Key Features
1. A - Price X	X, Y, Z, M, D, F, B
2. B. - Price X	M, D, F
3. C. - Price X	X, Y, Z, M,
4. D. - Price X	X, Y, M

You may click to view more or place an order at any time.

Based upon your needs and requirements the: (Lists features that system determines are important and those that are of lesser importance. System also describes why the key features would be beneficial or not to the particular customer based on their responses.

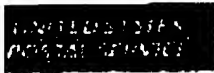
Default Box

Would you like to see more from a particular manufacturer?
Yes _____

Please save my information, I'm not sure right now

Domestic Rate Calculator

Page 1 of 2



Search Stamps Track/Confirm ZIP Codes
Rate Calculator Change of Address Home

Domestic Rate Calculator (or go to International Rate Calculator)
What would you like to mail?

- Letter (Minimum size: 5" long, 3-1/2" high, and 0.007" thick)
- Large envelope (Taller than 6-1/8" or longer than 11-1/2" or thicker than 1/4")
- Postcard (Maximum size: 5" long, 4-1/4" high, and 0.016" thick) (If any dimension exceeded use letter or large envelope rate)
- Package
 - Large package (The length of its longest side plus the distance around its thickest part is more than 84" and less than or equal to 108")
 - Oversized package (The length of its longest side plus the distance around its thickest part is more than 108" and less than or equal to 130")

Postal Zone Charts

3. Domestic Postage Rates (Text version)

Postal Explorer CD-ROM Ordering Information

Postal Explorer (Complete rates and mailing standards for all domestic and international mail)

Customer chooses A package

09/807444

Domestic Rate Calculator

e enter two 5-digit U.S. ZIP Codes. (Required)

ZIP Code: To ZIP Code:

much does it weigh?

1/2 x 11 pieces of paper weigh approximately 1 ounce

Pounds Ounces

your package have any special characteristics?

Characteristics:

[Continue](#)

For assistance with ZIP Codes use [City State / ZIP Code Associations](#)
(Code lookup will open in a new window)

Customer chose A Package ^{on previous page}

then typed in his zip code

then = the weight

then clicks on continue

Fig 17

Domestic Rate Calculator

, how quickly do you want it delivered?

Day(s)	
Parcel Post	Help \$6.45
Day(s)	
Priority Mail	Help \$6.50
Overnight to most areas	
Express Mail	Help \$24.00

Add special services, select one option above.

[here to start over](#)

Customer Clicked on Continue on p. 2

His options appear above.

He chooses which service he wants.

~~Customer~~

09/807444

US Domestic Rate Calculator

Would you like an additional Special Service?

Collect on Delivery

Help

Additional Insurance

(\$500 coverage automatically included)

Help

Return Receipt sent to you

Help

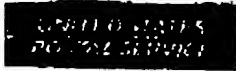
None of these

Continue

customer chose Express mail on p. 3
He chooses None of these on Special services.

09/807444

Domestic Rate Calculator



Search Stamps Track/Confirm ZIP Codes
Rate Calculator Change of Address Home

u mail your 5 pound 0 ounce Express Mail
age from SKANEATELES, NY 13152 to
LAS, TX 75214,

price is:

ess Mail	\$24.00
AL CHARGES	\$24.00

here to make another postage calculation

This shows the total postage required to mail the
package overnight to this location.

Please enter two 5-digit U.S. ZIP Codes. (Required)

From ZIP Code: To ZIP Code:

How much does it weigh?

☒ 8-1/2 x 11 pieces of paper weigh approximately 1 ounce

Pounds Ounces

Does your package have any special characteristics?

Characteristics:

Continue

For assistance with ZIP Codes use City State / ZIP Code Associations
(ZIP Code lookup will open in a new window)

Customer chose A package again and entered a new weight and zip code.

Fig 21

09/807444

USPS Domestic Rate Calculator

First, how quickly do you want it delivered?

- 4 Day(s)
Parcel Post Help \$8.26
- 2 Day(s)
Priority Mail Help \$8.30
- Overnight to most areas
Express Mail Help \$30.60

To add special services, select one option above.

[Click here to start over](#)

Customer ^{views} ~~has~~ his options.

Fig 22

USPS Domestic Rate Calculator

Would you like an additional Special Service?

- ☐ Certified Mail (Proof of Delivery) [Help](#)
☐ Registered [Help](#)
☐ Collect on Delivery [Help](#)
☐ Insurance [Help](#)
☒ None of these

Would you like to add Delivery Confirmation?

(Not available with Certified mail)


- ☒ No
☐ Yes, Add \$0.35

Continue

Customer chose priority mail, now he's asked
if he wants special services. If he wants to know
what these are he can click on Help.

Domestic Rates and Fees for Consumers

Effective March 14, 1999

Note: Links with this icon  are stored in Adobe PDF (Portable Document Format) files. We provide help obtaining and installing the FREE Adobe Acrobat Reader as well as tips on how to use the Acrobat Reader.

Contents

First-Class Mail

Priority Mail

Express Mail

Parcel Post

Bound Printed Matter

Special Standard Mail (Book Rate)

Special Services

Certificate of Mailing

Certified Mail

Collect on Delivery (COD)

Delivery Confirmation

Insured Mail

Money Order

Return Receipt for Merchandise

Registered Mail

Restricted Delivery

Return Receipt

Sizes for Domestic Mail

Customer clicked on Help
~~at~~ next to Certified Mail.

However He can scan this whole
section to view definitions
of all of the additional
Special Services.

The next 12 pages
describe the Special Services.

He can scan the whole
section or click on the
Services he wants to read about

Consumer Postal Rates and Fees

Additional Information**First-Class Mail**

First-Class Mail includes all personal correspondence, all bills and statements of accounts, all matter sealed or otherwise closed against inspection, and matter wholly or partly in writing or typewriting. Any mailable items may be sent as First-Class Mail. Each piece must weigh 13 ounces or less. Pieces over 13 ounces can be sent as Priority Mail.

Single-Piece Rates

First ounce \$0.33
Each additional ounce 0.22

Weight not over (oz.)

1*	\$0.33
2	0.55
3	0.77
4	0.99
5	1.21
6	1.43
7	1.65
8	1.87
9	2.09
10	2.31
11	2.53
12	2.75
13	2.97

Over 13 ounces (see Priority Mail)

* Nonstandard Size: An additional \$0.11 is required if 1 ounce or less and (a) over any of these dimensions: 11-1/2" long, 6-1/8" high, 1/4" thick; or (b) the length divided by the height is less than 1.3 or more than 2.5.

Postcard and Stamped Card Rates

Postcard \$0.20
Stamped card (sold by USPS) 0.21

Consumer Postal Rates and Fees**Postcard Rate Dimensions:**

Minimum: 3-1/2 by 5 inches by 0.007 inch thick.

Maximum: 4-1/4 by 6 inches by 0.016 inch thick.

Priority Mail

Priority Mail offers 2-day service to most domestic destinations. Items must weigh 70 pounds or less and measure 108 inches or less in combined length and girth.

Features

Priority Mail envelopes, labels, and boxes are available at no additional charge at post offices or by calling 1-800-222-1811. Pickup service is available for \$8.25 per stop, regardless of the number of pieces.

Weight

Up to 2 pounds	\$3.20
Up to 3 pounds	4.30
Up to 4 pounds	5.40
Up to 5 pounds	6.50

For packages over 5 pounds, rates are based on the weight of the piece and the zone (distance from origin to destination ZIP Code). Complete information is available from the Domestic Rate Calculator.

The Zone Chart Program provides a 1 page zone chart for your origin ZIP Code.

Parcels that weigh less than 15 pounds but measure more than 84 inches in combined length and girth are charged the applicable rate for a 15-pound parcel.

Priority Mail Flat-Rate Envelope

\$3.20, regardless of weight or destination, for matter sent in a flat-rate envelope provided by the Postal Service.

Express Mail

Express Mail is our fastest service, with next day delivery by 12 noon to most destinations. Express Mail is delivered 365 days a year—with no extra charge for Saturday, Sunday, or holiday delivery. All packages must use an Express Mail label. Items must weigh 70 pounds or less and measure 108 inches or less in combined length and girth.

Consumer Postal Rates and Fees**Features**

Express Mail envelopes, labels, and boxes are available at no additional charge. Features include merchandise and document reconstruction, tracking and tracing, delivery to post office boxes and rural addresses, domestic rates for APO and FPO addresses, money-back guarantee, COD, return receipt service, and waiver of signature. Insurance is provided at no additional cost up to \$500. Additional merchandise insurance is available up to \$5,000. Pickup service is available for \$8.25 per stop, regardless of the number of pieces.

Customer Service 1-800-222-1811

Order Express Mail supplies and labels, arrange pickup service, obtain delivery information between ZIP Codes, and determine delivery status.

Post Office to Addressee Service

Up to 8 ounces	\$11.75
Over 8 ounces up to 2 pounds	15.75
Up to 3 pounds	18.50
Up to 4 pounds	21.25
Up to 5 pounds	24.00
Up to 6 pounds	26.75
Up to 7 pounds	29.40
Up to 8 pounds	30.60
Up to 9 pounds	31.80
Up to 10 pounds	33.00

Over 10 pounds see the Domestic Rate Calculator or PS Notice 123, Ratefold.

Express Mail Flat-Rate Envelope

\$15.75, regardless of weight or destination, for matter sent in a flat-rate envelope provided by the Postal Service.

Parcel Post

Used for mailing certain items-books, circulars, catalogs, other printed matter, and merchandise-weighing 1 pound or more but not more than 70 pounds. Parcel Post must measure 130 inches or less in combined length and girth. Pieces exceeding 108 inches but not more than 130 inches in combined length and girth are mailable at Parcel Post

Consumer Postal Rates and Fees

oversized rates.

Mark each package "Parcel Post" or "PP" in the postage area.

Rates are based on the weight of the piece and the zone (distance from origin to destination ZIP Code).

For rate information, see the Domestic Rate Calculator.**Bound Printed Matter****Description**

Bound Printed Matter must weigh at least 1 pound but not more than 15 pounds. Rates are based on the weight of the piece and the zone (distance from origin to destination ZIP Code). Packages must measure 108 inches or less in combined length and girth.

Mark each package "Bound Printed Matter" in the postage area.

Bound Printed Matter must:

- a. Consist of advertising, promotional, directory, or editorial material (or any combination of such material).
- b. Be securely bound by permanent fastenings such as staples, spiral binding, glue, or stitching. Looseleaf binders and similar fastenings are not considered permanent.
- c. Consist of sheets of which at least 90% are imprinted by any process other than handwriting or typewriting with words, letters, characters, figures, or images (or any combination of them).
- d. Not have the nature of personal correspondence.
- e. Not be stationery, such as pads of blank printed forms.

Bound Printed Matter Single-Piece Rates

Weight Not Over (pounds)	Zones							
	Local	1&2	3	4	5	6	7	8
1.5	\$1.14	\$1.54	\$1.57	\$1.63	\$1.72	\$1.81	\$1.92	\$2.02
2.0	1.16	1.57	1.61	1.69	1.81	1.93	2.08	2.21
2.5	1.18	1.60	1.66	1.76	1.90	2.06	2.24	2.40
3.0	1.20	1.63	1.70	1.82	1.99	2.18	2.40	2.60

Fig 28

Consumer Postal Rates and Fees

3.5	1.22	1.66	1.74	1.88	2.08	2.30	2.56	2.79
4.0	1.24	1.70	1.79	1.94	2.18	2.42	2.72	2.98
4.5	1.26	1.73	1.83	2.01	2.27	2.55	2.88	3.17
5.0	1.28	1.76	1.88	2.07	2.36	2.67	3.05	3.37
6.0	1.31	1.82	1.96	2.20	2.54	2.92	3.37	3.75
7.0	1.35	1.89	2.05	2.32	2.73	3.16	3.69	4.14
8.0	1.39	1.95	2.14	2.45	2.91	3.41	4.01	4.52
9.0	1.43	2.02	2.22	2.57	3.10	3.65	4.33	4.91
10.0	1.47	2.08	2.31	2.70	3.28	3.90	4.65	5.29
11.0	1.51	2.14	2.40	2.83	3.46	4.15	4.97	5.68
12.0	1.55	2.21	2.48	2.95	3.65	4.39	5.29	6.06
13.0	1.59	2.27	2.57	3.08	3.83	4.64	5.61	6.45
14.0	1.63	2.34	2.66	3.20	4.02	4.88	5.93	6.83
15.0	1.67	2.40	2.75	3.33	4.20	5.13	6.26	7.22

The Domestic Rate Calculator calculates rates based on weight and destination.

The Zone Chart Program provides a 1 page zone chart for your origin ZIP Code.

Special Standard Mail (Book Rate)

Description

Generally used for books (at least eight pages), film (16 mm or narrower), printed music, printed test materials, sound recordings, play scripts, printed educational charts, loose-leaf pages and binders consisting of medical information, and computer-readable media. Advertising restrictions apply.

Packages must measure 108 inches or less in combined length and girth.

Mark each package "Special Standard Mail" in the postage area.

Special Standard Mail Rates

Weight	
Not Over	Single-
(pounds)	Piece
1	\$1.13
2	1.58
3	2.03
4	2.48

Consumer Postal Rates and Fees

5	2.93
6	3.38
7	3.83
8	4.11
9	4.39
10	4.67
11	4.95
12	5.23
13	5.51
14	5.79
15	6.07
16	6.35
17	6.63
18	6.91
19	7.19
20	7.47
21	7.75
22	8.03
23	8.31
24	8.59
25	8.87
26	9.15
27	9.43
28	9.71
29	9.99
30	10.27
31	10.55
32	10.83
33	11.11
34	11.39
35	11.67
36	11.95
37	12.23
38	12.51
39	12.79
40	13.07
41	13.35
42	13.63
43	13.91
44	14.19

Consumer Postal Rates and Fees

45	14.47
46	14.75
47	15.03
48	15.31
49	15.59
50	15.87
51	16.15
52	16.43
53	16.71
54	16.99
55	17.27
56	17.55
57	17.83
58	18.11
59	18.39
60	18.67
61	18.95
62	19.23
63	19.51
64	19.79
65	20.07
66	20.35
67	20.63
68	20.91
69	21.19
70	21.47

Special Services**Certificate of Mailing**

Provides evidence of mailing (but not evidence of receipt). Must be purchased at time of mailing.

Fee in addition to postage—\$0.60

Certified Mail

Provides the sender with a mailing receipt. A record is kept at the post office of delivery. A return receipt can also be purchased for an additional fee. Available only

Consumer Postal Rates and Fees

with First-Class Mail and Priority Mail.

Fee in addition to postage—\$1.40

Collect on Delivery (COD)

Allows mailers to collect the price of goods and/or postage on merchandise ordered by addressee when it is delivered. COD service can be used for merchandise sent by First-Class Mail, Express Mail, Priority Mail, and Standard Mail (B). May be combined with registered mail. This service is not available for international mail or for mail addressed to APO and FPO addresses.

Fees include insurance. Maximum amount is \$600.

Amount to be collected or insurance desired	Fee in Addition to Postage
\$0.01 to \$ 50.00	\$4.00
50.01 to 100.00	5.00
100.01 to 200.00	6.00
200.01 to 300.00	7.00
300.01 to 400.00	8.00
400.01 to 500.00	9.00
500.01 to 600.00	10.00
Restricted delivery	\$2.75
Notice of nondelivery	3.00
Alteration of COD charges or designation of new addressee	3.00
Registered COD	4.00

Delivery Confirmation (Retail)

Provides information about the date and time of delivery or attempted delivery. Mailers may retrieve delivery status through the Internet or the toll-free number 800-222-1811. Available for Priority Mail, Parcel Post, Bound Printed Matter, Special Standard Mail, and Library Mail.

Fee in addition to postage:

Consumer Postal Rates and Fees

Priority Mail - \$0.35

Parcel Post, Bound Printed Matter, Special Standard Mail, and Library Mail - \$0.60

Insured Mail

Provides coverage against loss or damage. Coverage up to \$5,000 for Standard Mail (B) as well as Standard Mail matter mailed at Priority Mail or First-Class Mail rates. Items must not be insured for more than their value. For items insured for more than \$50, restricted delivery and return receipt service are also available. The amount of insurance coverage for loss will be the actual value, less depreciation. No claim payments are made for sentimental losses or for any expenses incurred as a result of the loss.

Insurance Coverage Desired	Fee in addition to postage
\$0.01 to \$50.00	\$0.85
50.01 to 100.00	1.80
100.01 to 200.00	2.75
200.01 to 300.00	3.70
300.01 to 400.00	4.65
400.01 to 500.00	5.60
500.01 to 600.00	6.55
600.01 to 700.00	7.50
700.01 to 800.00	8.45
800.01 to 900.00	9.40
900.01 to 1,000.00	10.35
1,000.01 to 5,000.00	10.35 plus \$0.95 for each \$100 or fraction thereof over \$1,000 in desired coverage

Money Order

Provides safe transmission of money. Available in amounts up to \$700.

Consumer Postal Rates and Fees

Page 14 of 16

Fee per money order—\$0.80

Return Receipt for Merchandise

Provides the sender with a mailing receipt and a return receipt. A delivery record is kept at the post office of address, but no record is kept at the office of mailing.

Fee in addition to postage:

Showing to whom delivered, signature, date, and addressee's address (if different)—\$1.40

Delivery record—\$7.00

Registered Mail

Provides maximum protection and security for valuables. Available only for items paid at Priority Mail and First-Class Mail rates. May be combined with COD, restricted delivery, or return receipt. Postal insurance is provided for articles with a declared value up to a maximum of \$25,000. Only items with no declared value may use registry service without insurance.

Declared value without postal insurance	Fee in addition to postage
\$ 0.00	\$6.00
Declared value with postal insurance	Fee in addition to postage
\$0.01 to \$100.00	\$6.20
100.01 to 500.00	6.75
500.01 to 1,000.00	7.30
1,000.01 to 2,000.00	7.85
2,000.01 to 3,000.00	8.40
3,000.01 to 4,000.00	8.95
4,000.01 to 5,000.00	9.50
5,000.01 to 6,000.00	10.05

Consumer Postal Rates and Fees

6,000.01 to 7,000.00	10.60
7,000.01 to 8,000.00	11.15
8,000.01 to 9,000.00	11.70
9,000.01 to 10,000.00	12.25
10,000.01 to 11,000.00	12.80
11,000.01 to 12,000.00	13.35
12,000.01 to 13,000.00	13.90
13,000.01 to 14,000.00	14.45

For higher values see the Domestic Rate Calculator or Domestic Mail Manual R Module.

Restricted Delivery

Permits a mailer to direct delivery only to the addressee or addressee's authorized agent. The addressee must be an individual (or natural person) specified by name. Available only for certified mail, COD, mail insured for more than \$50, or registered mail.

Fee in addition to postage—\$2.75

Return Receipt

Provides a mailer with evidence of delivery. Also supplies the recipient's actual delivery address if it is different from the address used by the sender. A return receipt may be requested before or after delivery. Available only for Express Mail, certified mail, COD, mail insured for more than \$50, or registered mail.

Fee in addition to postage:

Requested at time of mailing: Showing to whom delivered, signature, date, and addressee's address (if different)—\$1.25

Requested after mailing: Showing to whom and date delivered—\$7.00

Sizes for Domestic Mail

Postcard Rate Dimensions:

Consumer Postal Rates and FeesPage 16 of 16
16

- Minimum: 3-1/2 by 5 inches by 0.007 inch thick.
- Maximum: 4-1/4 by 6 inches by 0.016 inch thick.

All mail must meet these standards:

- Thickness—Not less than 0.007 inch thick. Pieces that are 1/4 inch thick or less must be at least 3-1/2 inches high, 5 inches long, and rectangular in shape.
- Combined length and girth—Not more than 108 inches, except Parcel Post may not exceed 130 inches.
- Weight—Not more than 70 pounds.

Keys and identification devices are exempted from these requirements.

Additional standards apply to bulk mail and mail addressed to APOs and FPOs.

Additional Information

For complete rate information for all classes of mail, see Domestic Mail Manual R, Module and Notice 123, Ratefold.

USPS Domestic Rate Calculator

C Page 1 of 5

Please enter two 5-digit U.S. ZIP Codes. (Required)

From ZIP Code: To ZIP Code:

How much does it weigh?

Six 8-1/2 x 11 pieces of paper weigh approximately 1 ounce

 Pounds Ounces

Does your package have any special characteristics?

Characteristics:

Continue

For assistance with ZIP Codes use City State / ZIP Code Associations
(ZIP Code lookup will open in a new window)

Fig 37

<http://postcalc.usps.gov/zipwt.asp?method=package&balloon=off&oversize=off> 9/28/99

USPS Domestic Rate Calculator

C Page 2 of 5

First, how quickly do you want it delivered?

- 4 Day(s)
Parcel Post Help \$10.06
- 2 Day(s)
Priority Mail Help \$11.05
- Overnight to most areas
Express Mail Help \$36.80

To add special services, select one option above.

[Click here to start over](#)

Fig 38

USPS Domestic Rate Calculator

Page 3 of 5

Would you like an additional Special Service?

- ☒ Certified Mail (Proof of Delivery) [Help](#)
☐ Registered [Help](#)
☐ Collect on Delivery [Help](#)
☐ Insurance [Help](#)
☐ None of these

Would you like to add Delivery Confirmation?
(Not available with Certified mail)

- ☒ No
☐ Yes, Add \$0.35

Continue

Fig 39

USPS Domestic Rate Calculator

Page 4 of 5

Certified mail is legal proof of delivery. Here are Certified options with their prices, including postage. Which do you want?

- Proof of delivery, we keep a record at the Post Office \$12.45
- Proof of delivery, return receipt sent to you \$13.70
- Restricted delivery to a specific person \$15.20
- Restricted delivery to a specific person with a return receipt sent to you \$16.45

[Click here to start over](#)

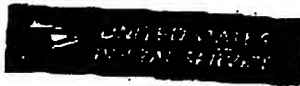
Fig 40

<http://postcalc.usps.gov/Receipt.asp?method=Certified>

09/807444

USPS Domestic Rate Calculator

Page 5 of 5


[Search](#) [Stamps](#) [Track/Confirm](#) [Zip Codes](#)
[Rate Calculator](#) [Change of Address](#) [Home](#)

If you mail your 12 pound 0 ounce Priority Mail package from SKANEATELES, NY 13152 to GREENVILLE, SC 29604 (zone 5) we estimate your package will arrive in 2 Day(s).

The price is:

Priority Mail	\$11.05
Certified Mail	\$1.40
Return Receipt	\$1.25
TOTAL CHARGES	\$13.70

* Mark the package "Priority Mail" in the postage area.

The \$3.20 2-pound rate is charged for items sent in a flat-rate envelope provided by the USPS, regardless of the weight of the piece.

[Click here to make another postage calculation](#)

fig 41

<http://postcalc.usps.gov/Details.asp?ReceiptChoice=Receipt>

Source Flows:

Flow Symbols Legend



Starting point for the flow unless there are special rules for entering the flow via back up.



Starting point for the flow when there are special rules for entering the flow via back up.
NOTE: In flows where there is no Back Up symbol, back up from another flow goes to the Start symbol above.



stamps2 - 002

CST screen. A short description on top. Last line is Screen Title - Screen Number

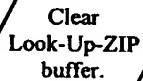


thanks - 013

CST screen that does not display a back-up button is double-bordered.
Such a screen therefore acts as a stop in all back-up flows.
Users cannot back up beyond this point in a flow.
A screen with an asterisk in the lower right corner indicates no Exit button.
A short description at top. Last line is Screen Title - Screen Number



Special additional information about some aspect of the flow. The extension (here shown at upper left) points to the aspect of the flow being referenced.

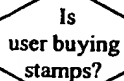


System action



Flow 1

Other flow reference. The Flow Title is at top. Last line is Flow Number.



No →

Yes ↓

Decision point.



Yes ↓

Flow segments currently under discussion.
Shaded areas like this generally have not been reviewed or approved, and are not reflected in the current demo.

Fig 42

Source Flows: 81, 82, 83

Configure Main Menu - Flow 1

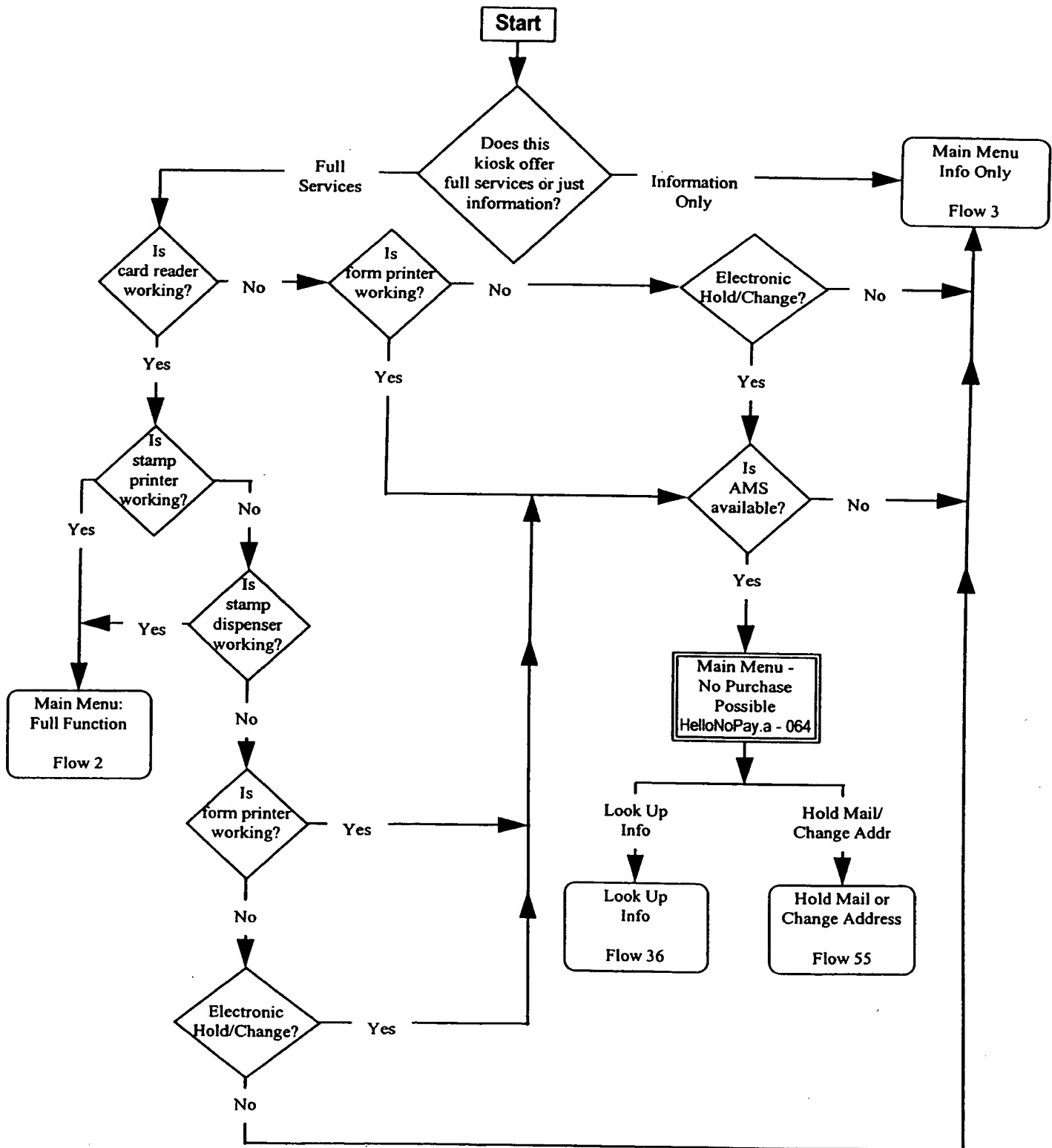
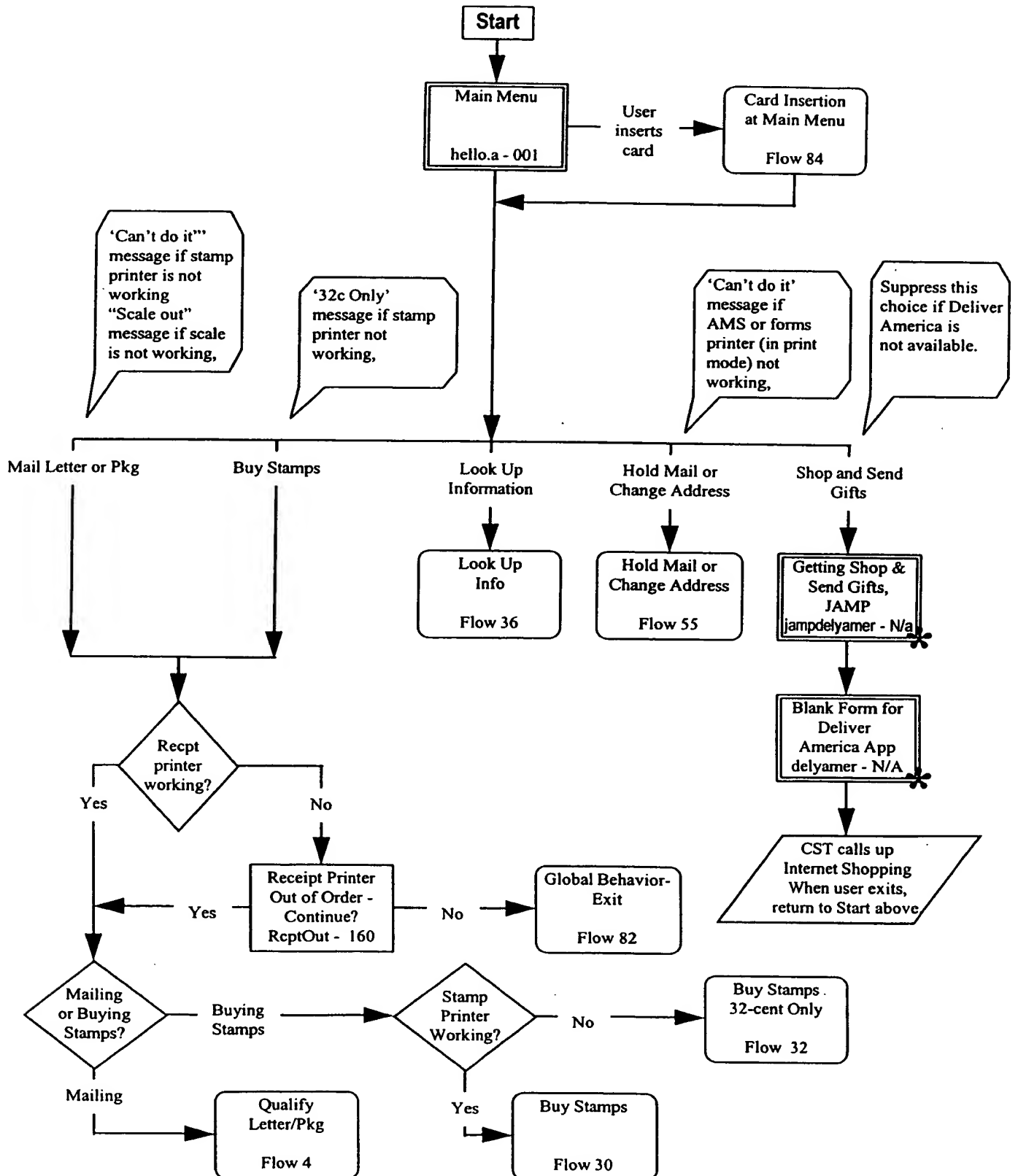
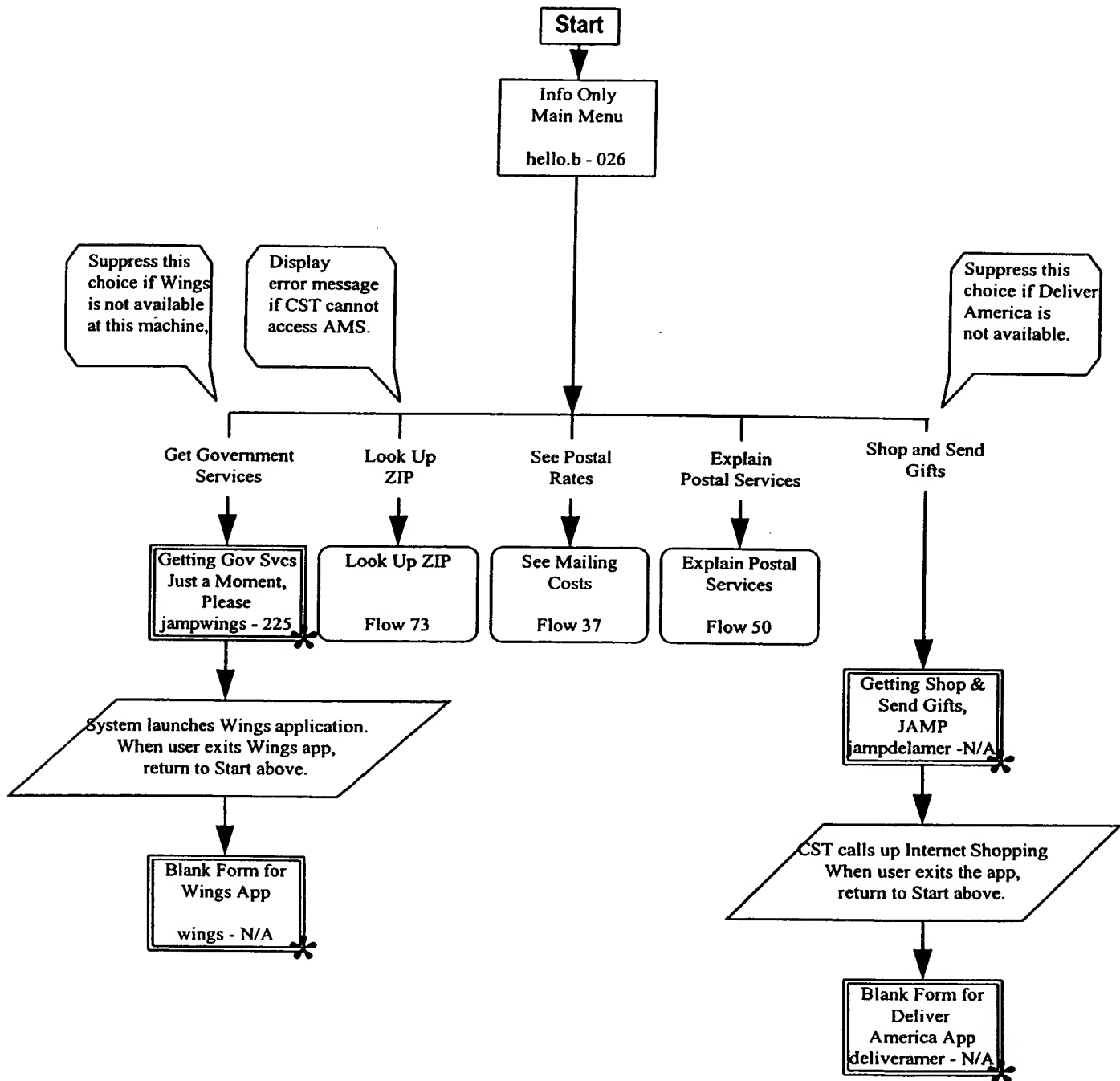


Fig 43



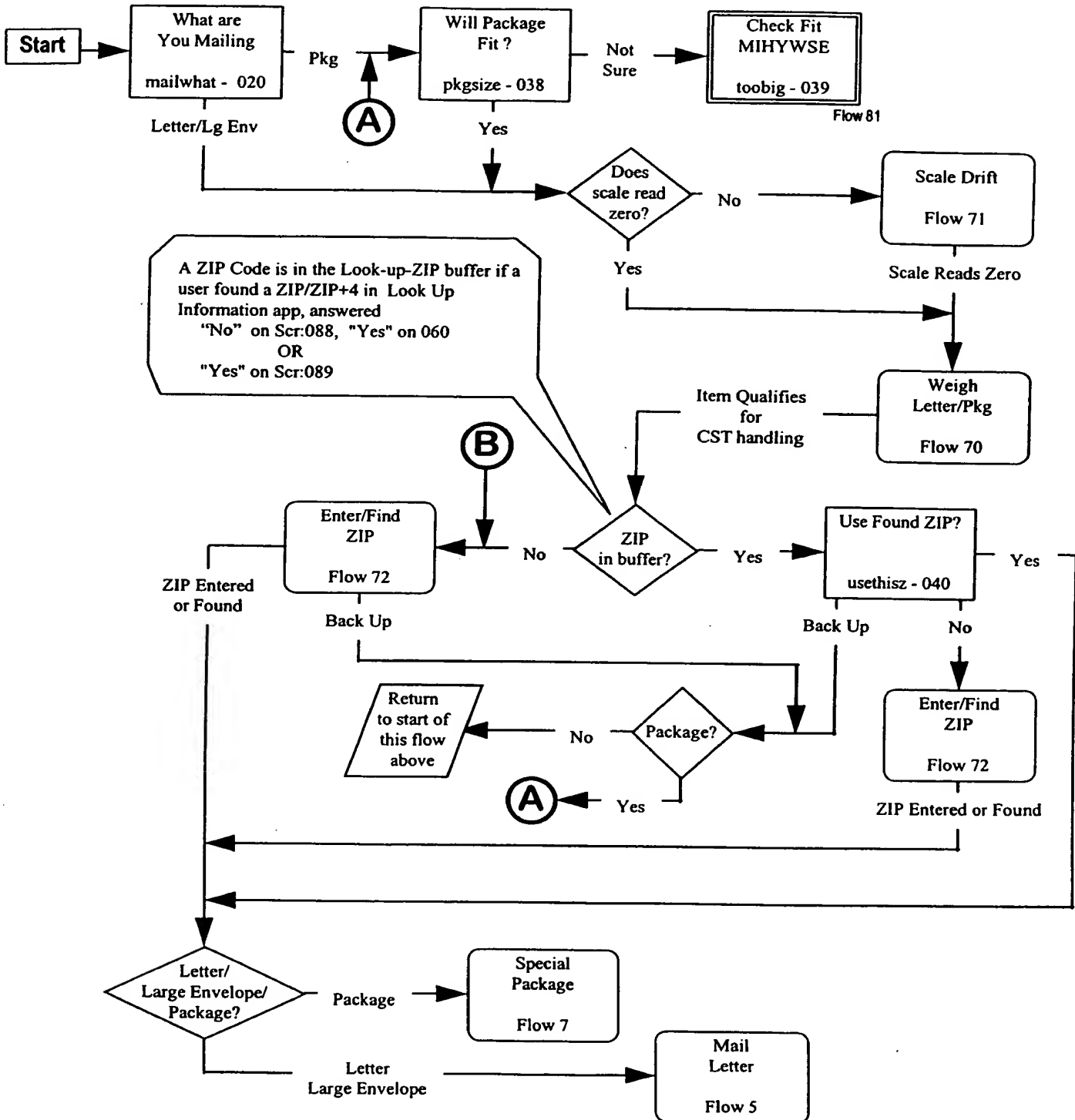
Source Flows: 1

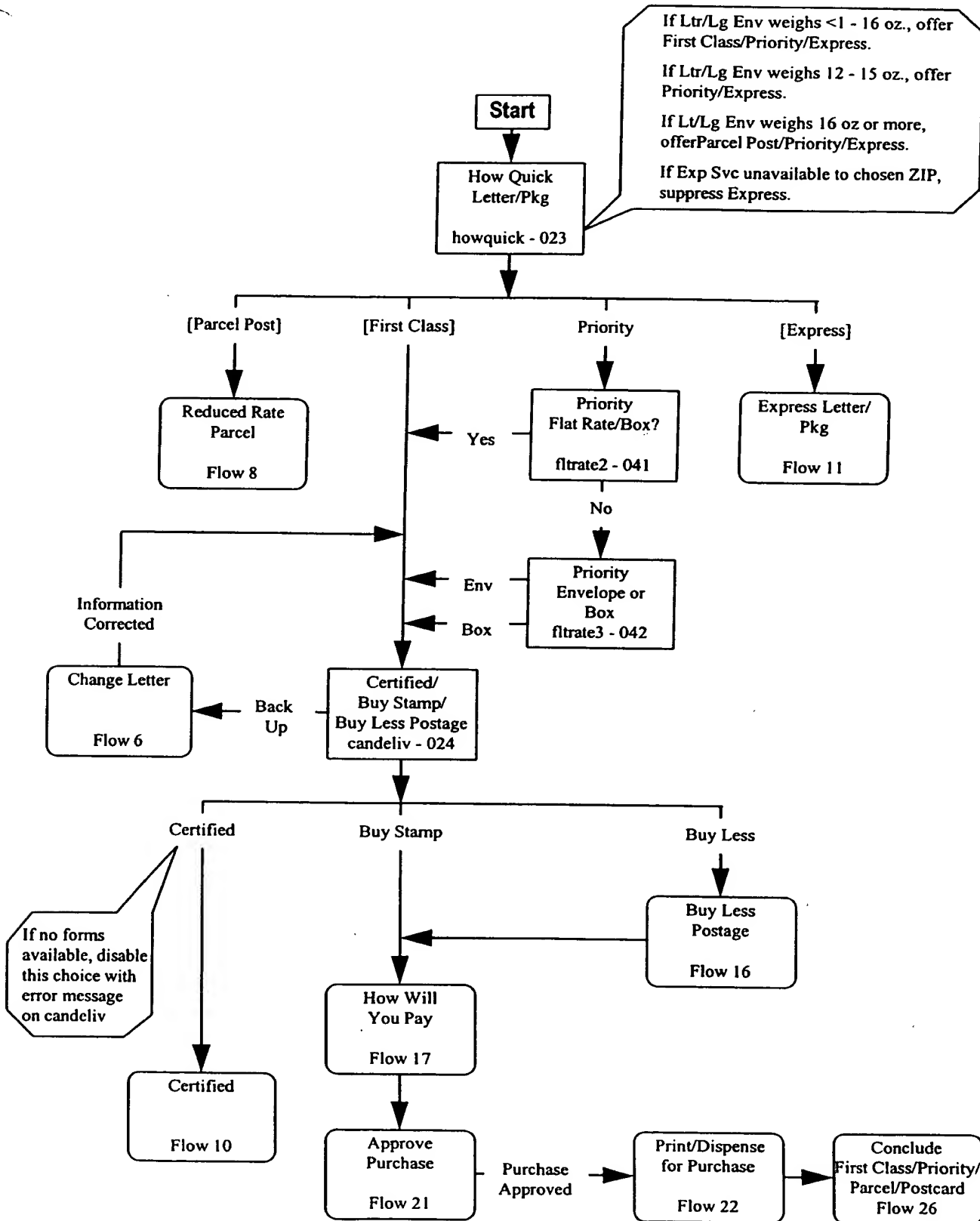
Main Menu: Info Only - Flow 3

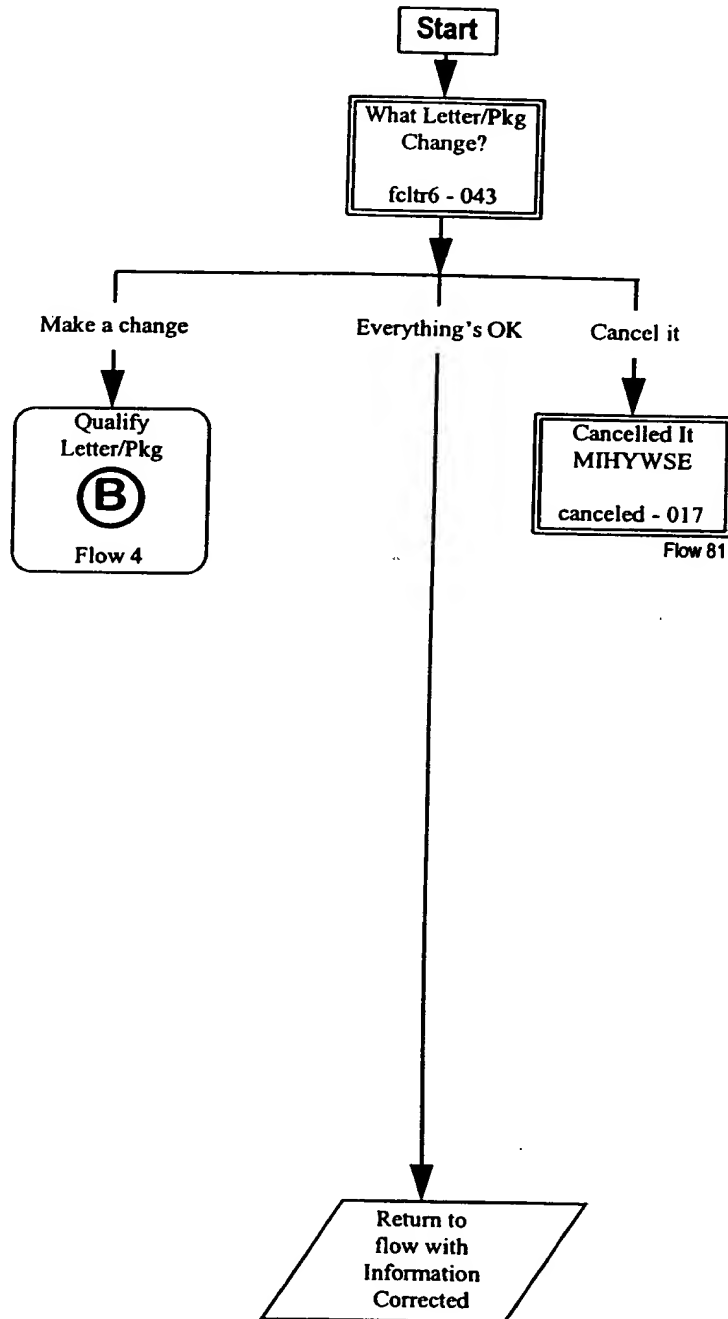


Source Flows: 2, 51, 52

Qualify Letter/Pkg - Flow 4







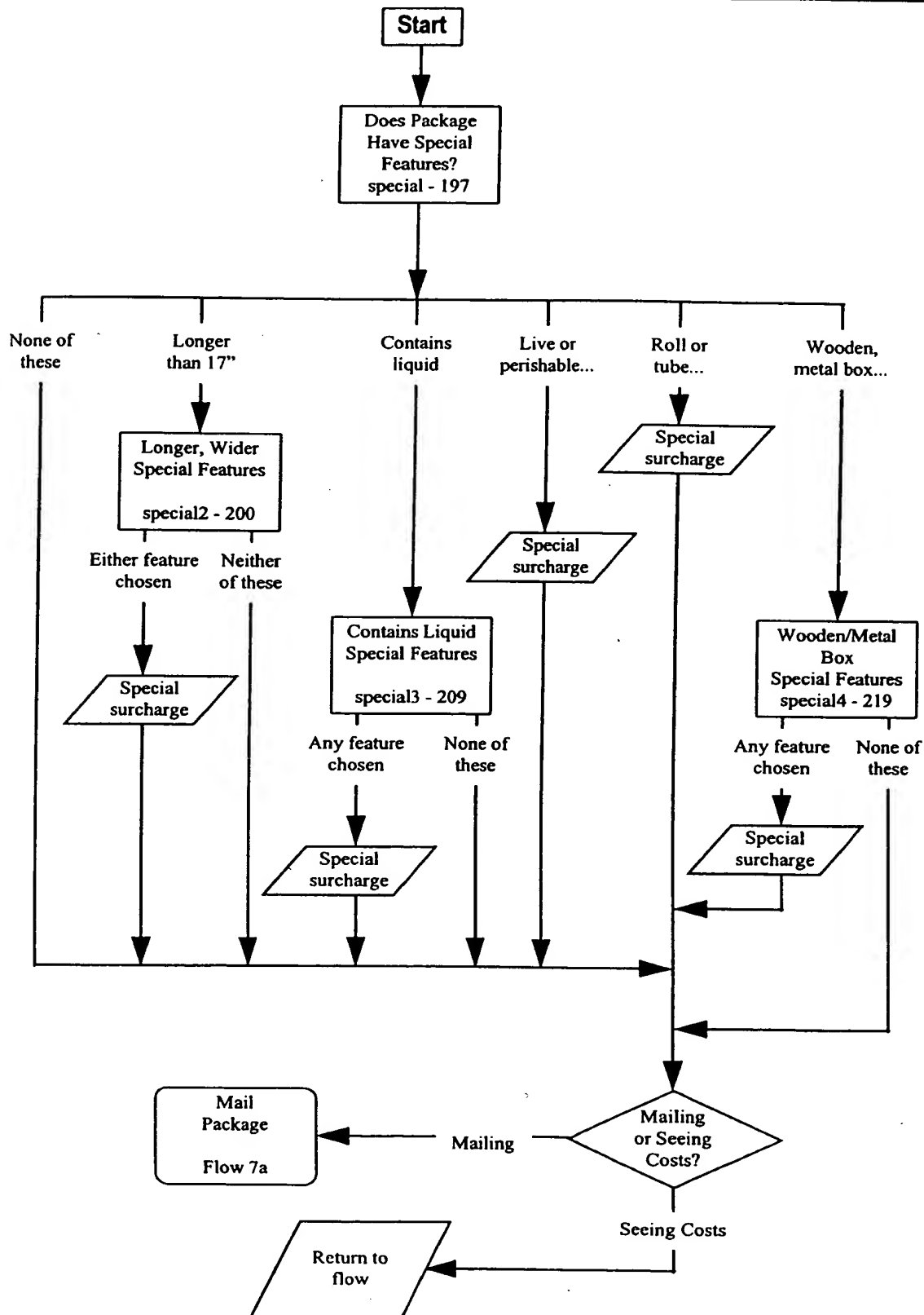
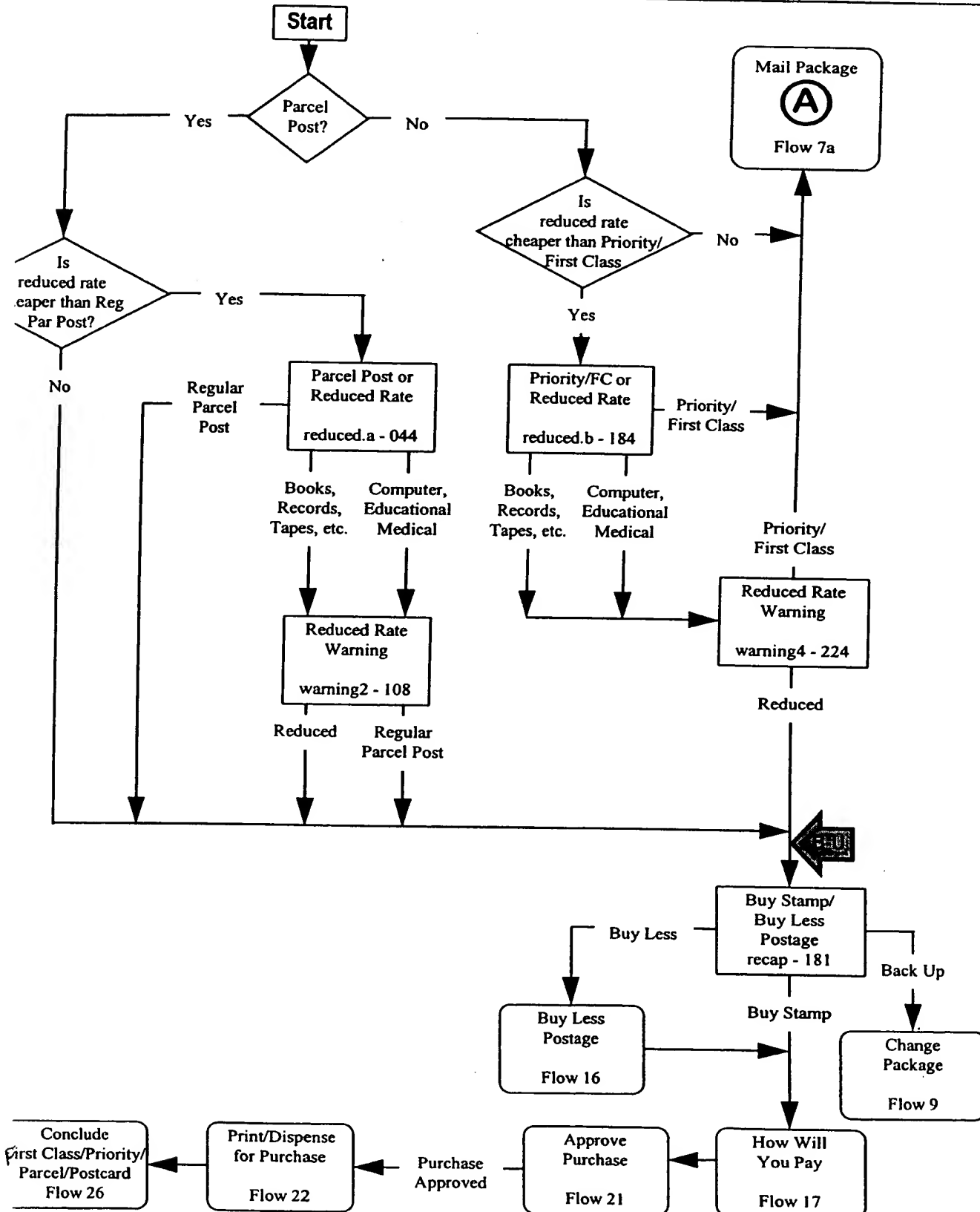
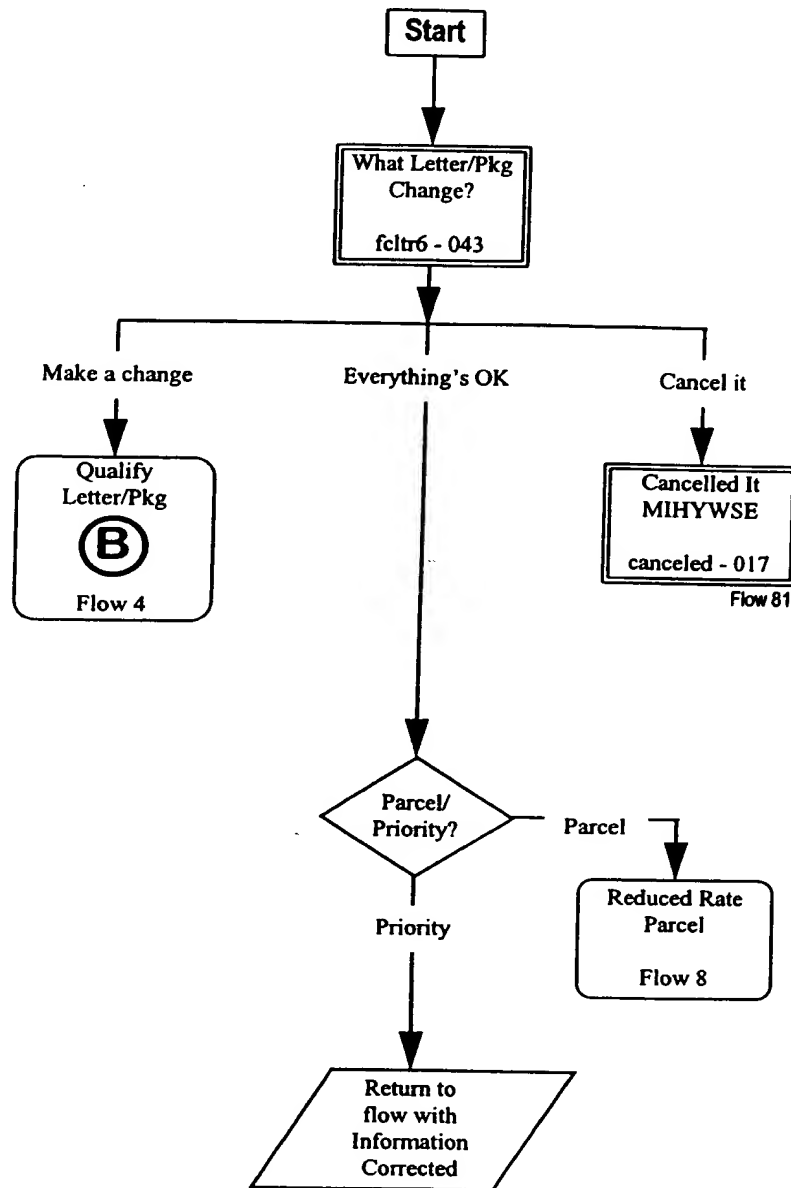


Fig 50

ce Flows: 5, 7, 9

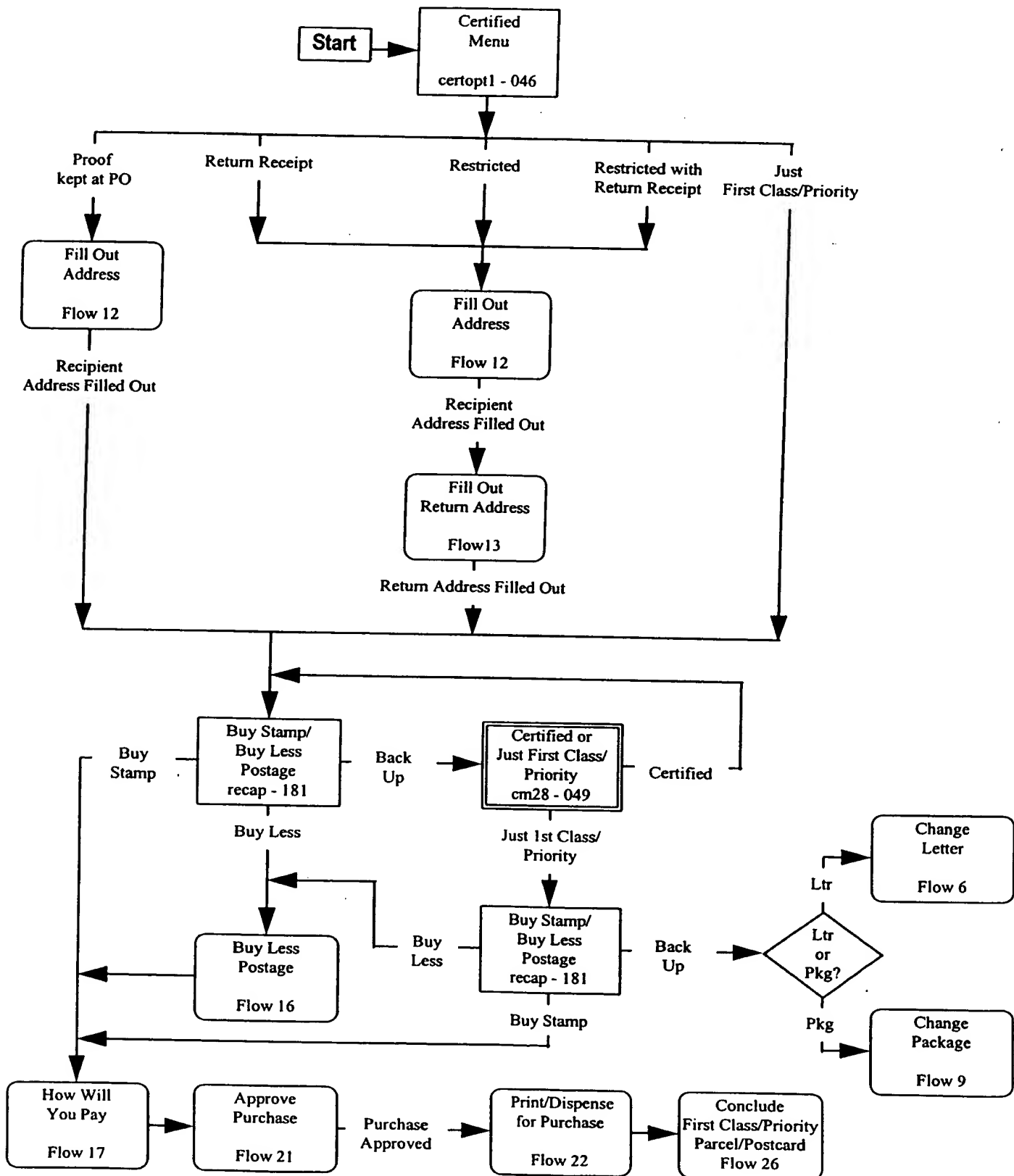
Reduced Rate Parcel - Flow 8





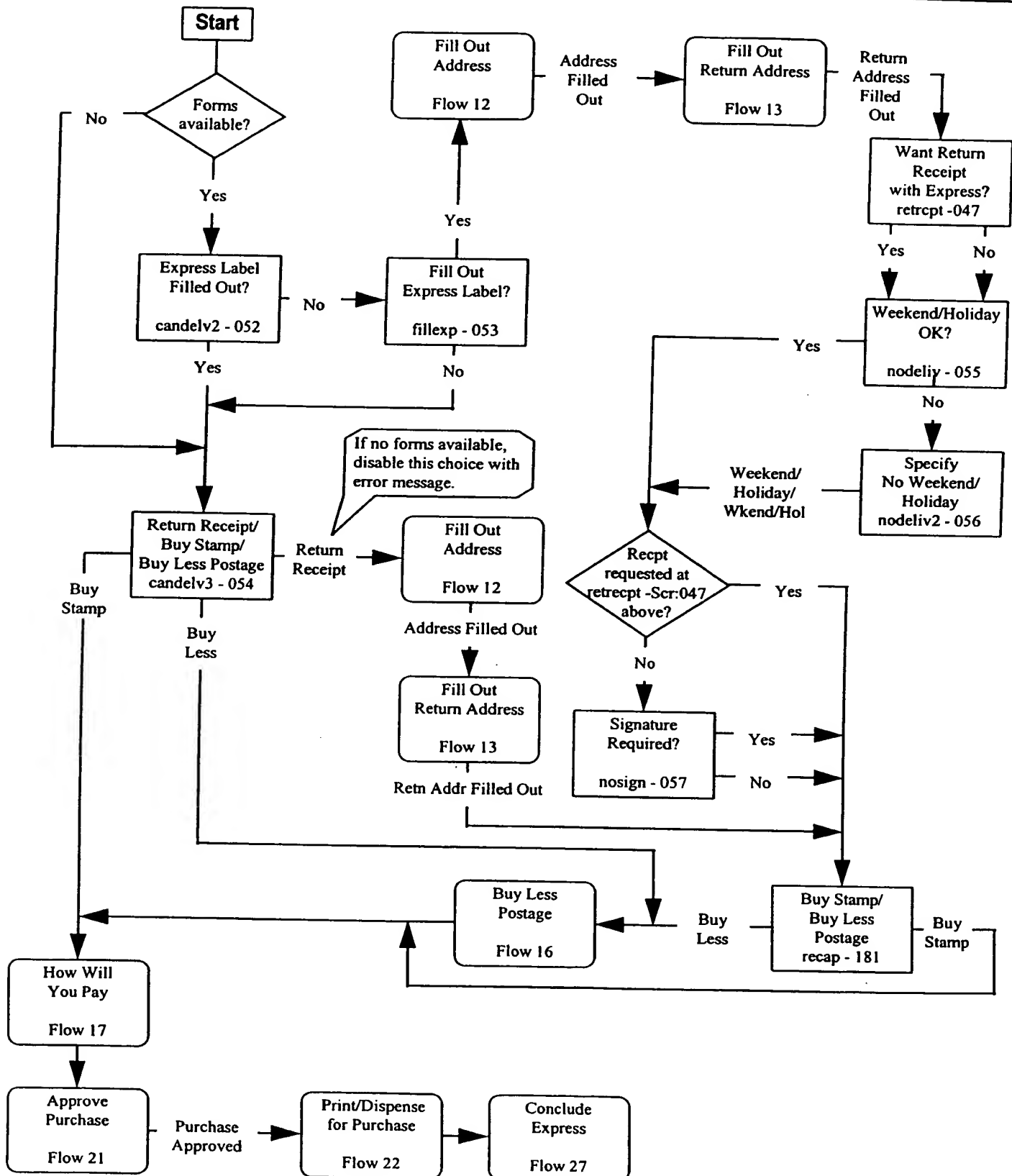
Source Flows: 5, 7

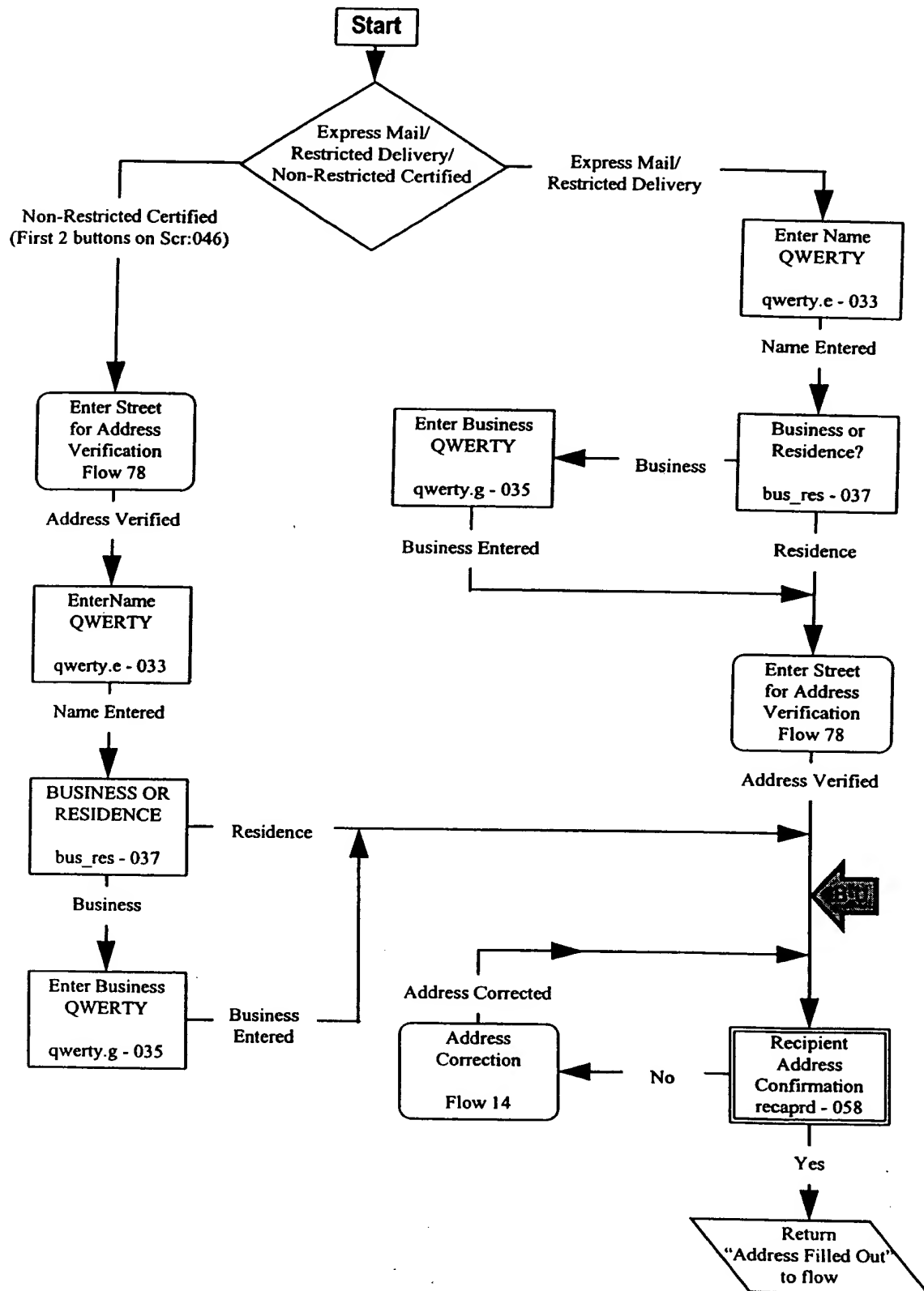
Certified - Flow 10



Source Flows: 5, 6, 7, 9

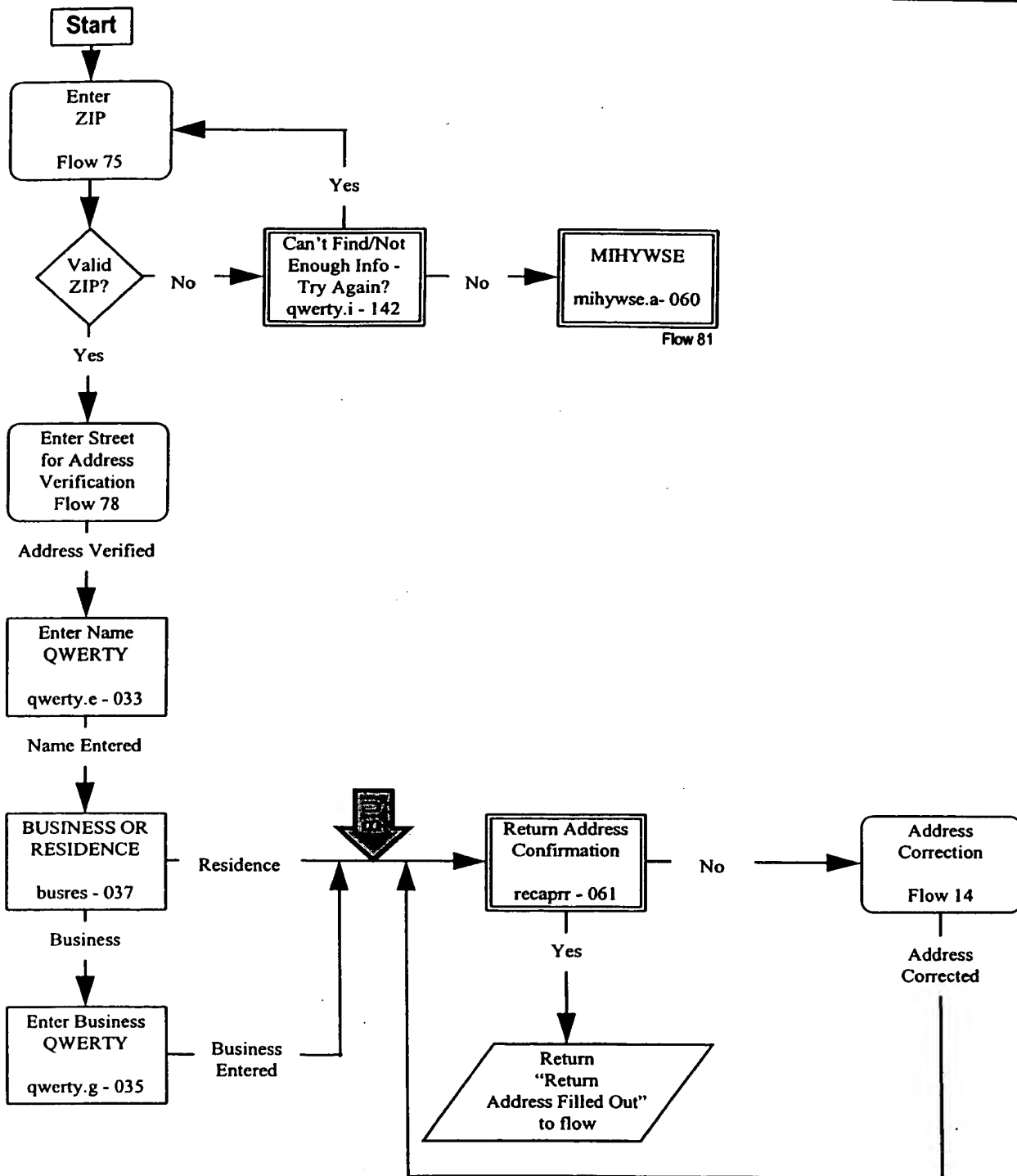
Express Letter/Pkg - Flow 11

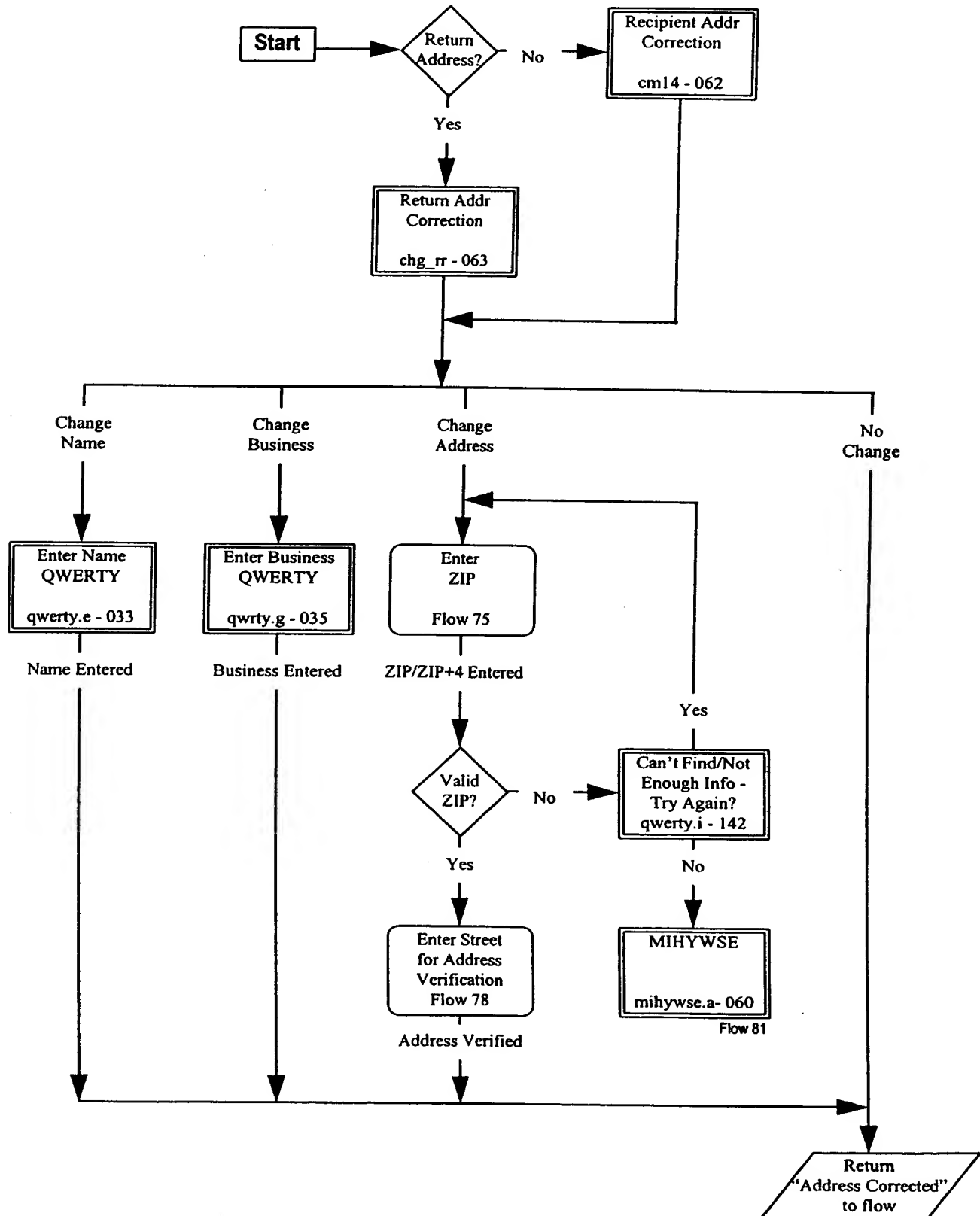


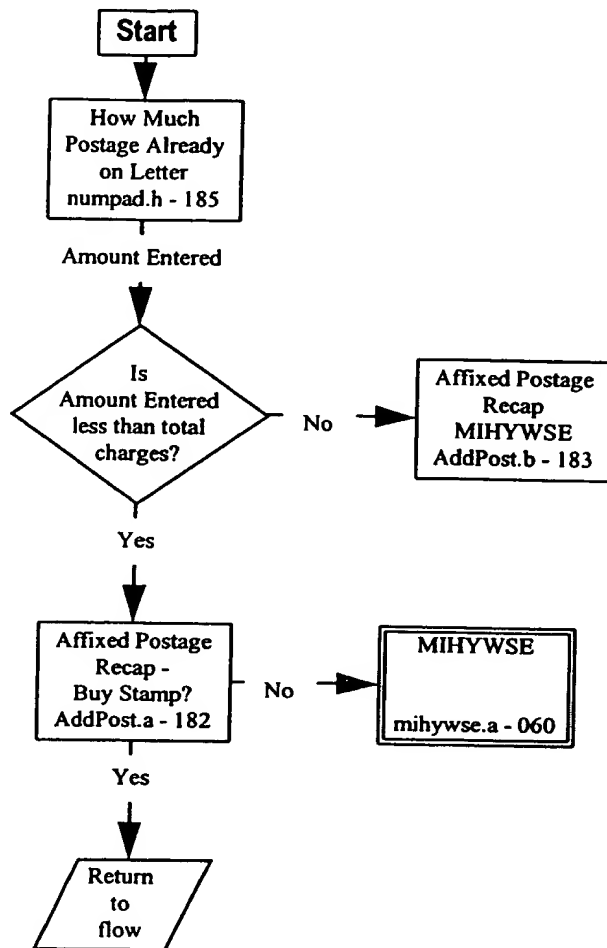


Source Flows: 10, 11

Fill Out Return Address - Flow 13







Source Flows: 5, 7, 8, 10, 11, 18, 19, 20, 21, 30, 32, 47, 76

How Will You Pay - Flow 17

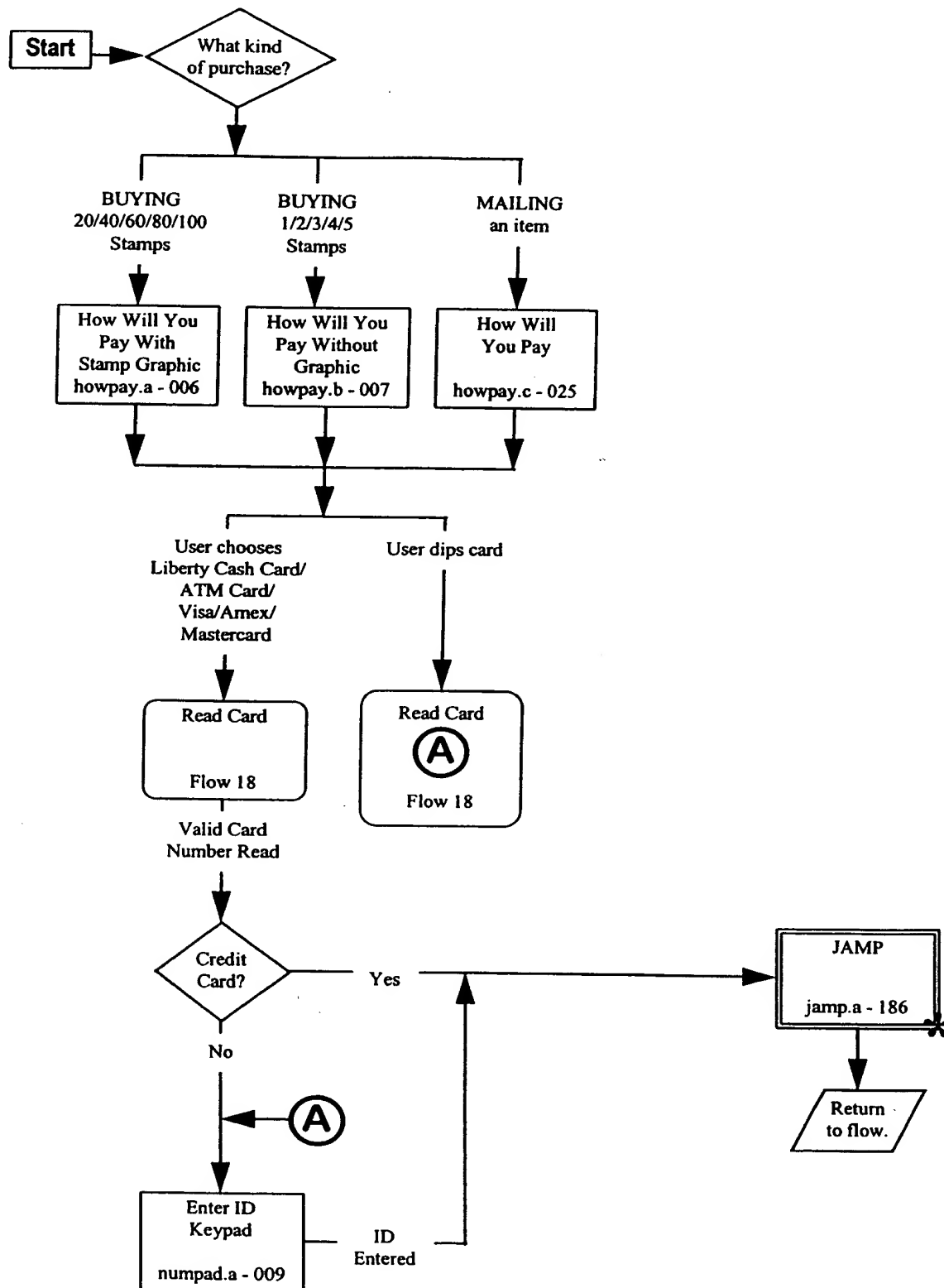


Fig 59

Source Flows: 17

Read Card - Flow 18

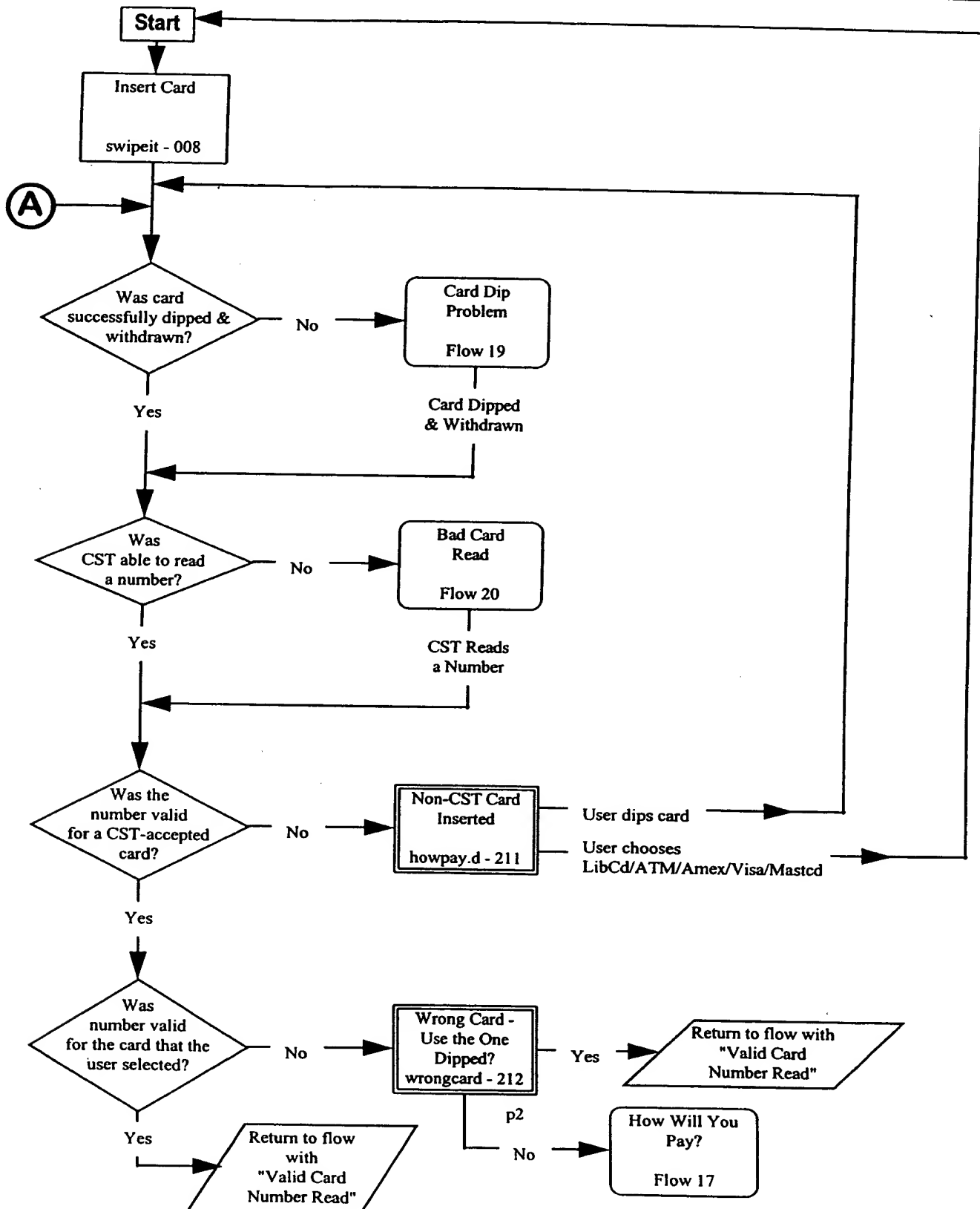
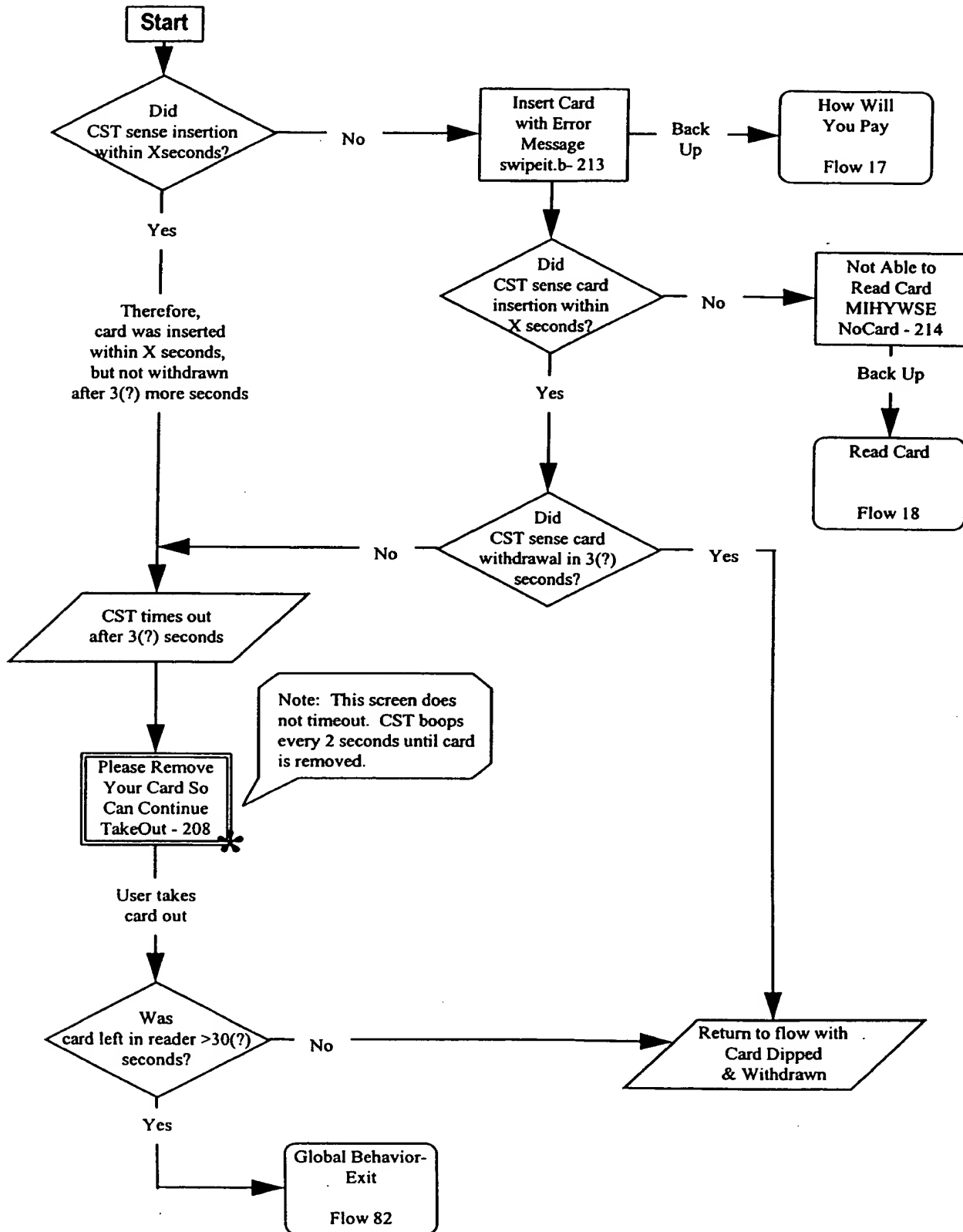
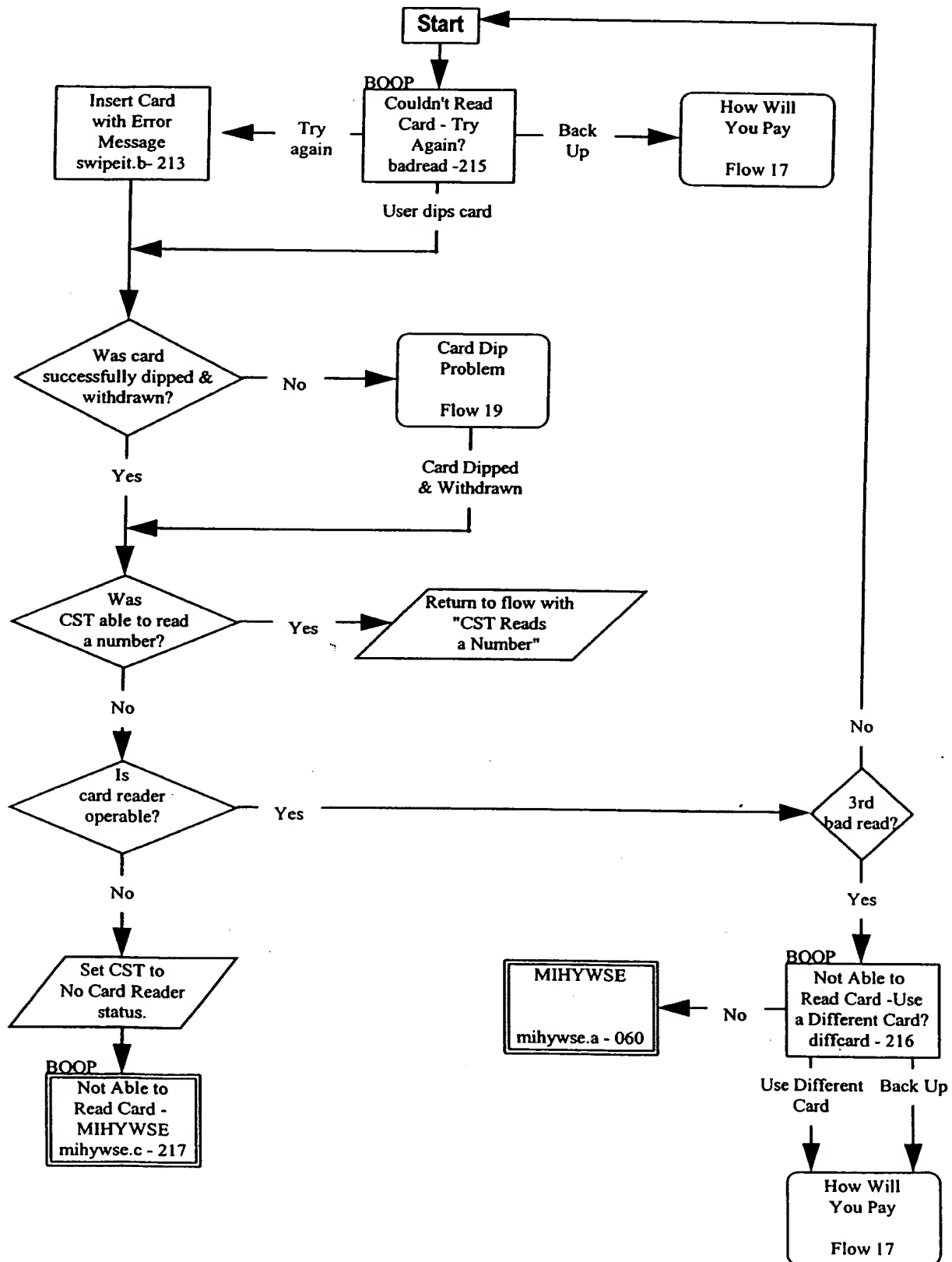
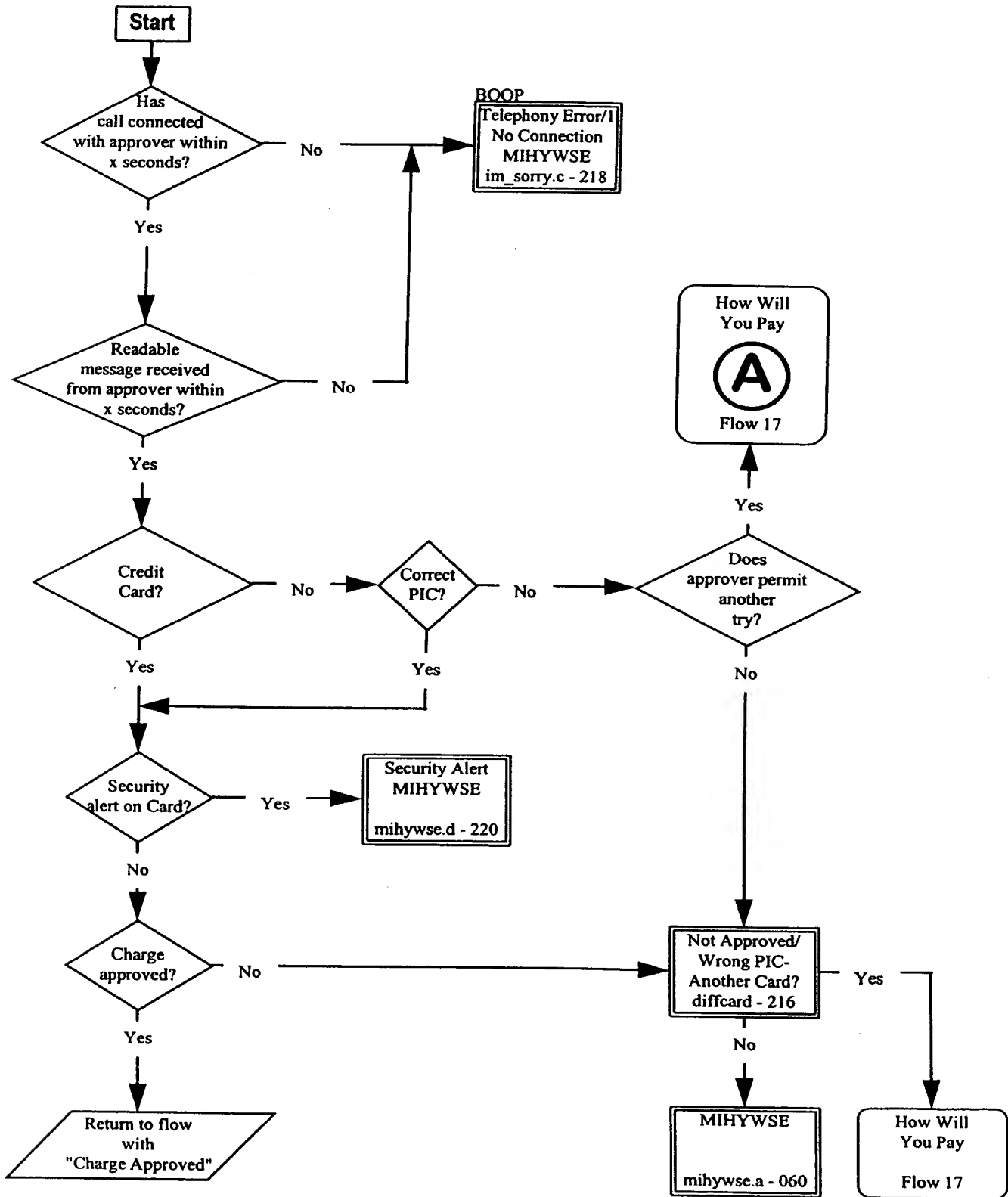


Fig 60







Source Flows: 5, 7, 8, 10, 11, 31, 47, 76

Print/Dispense for Purchase - Flow 22

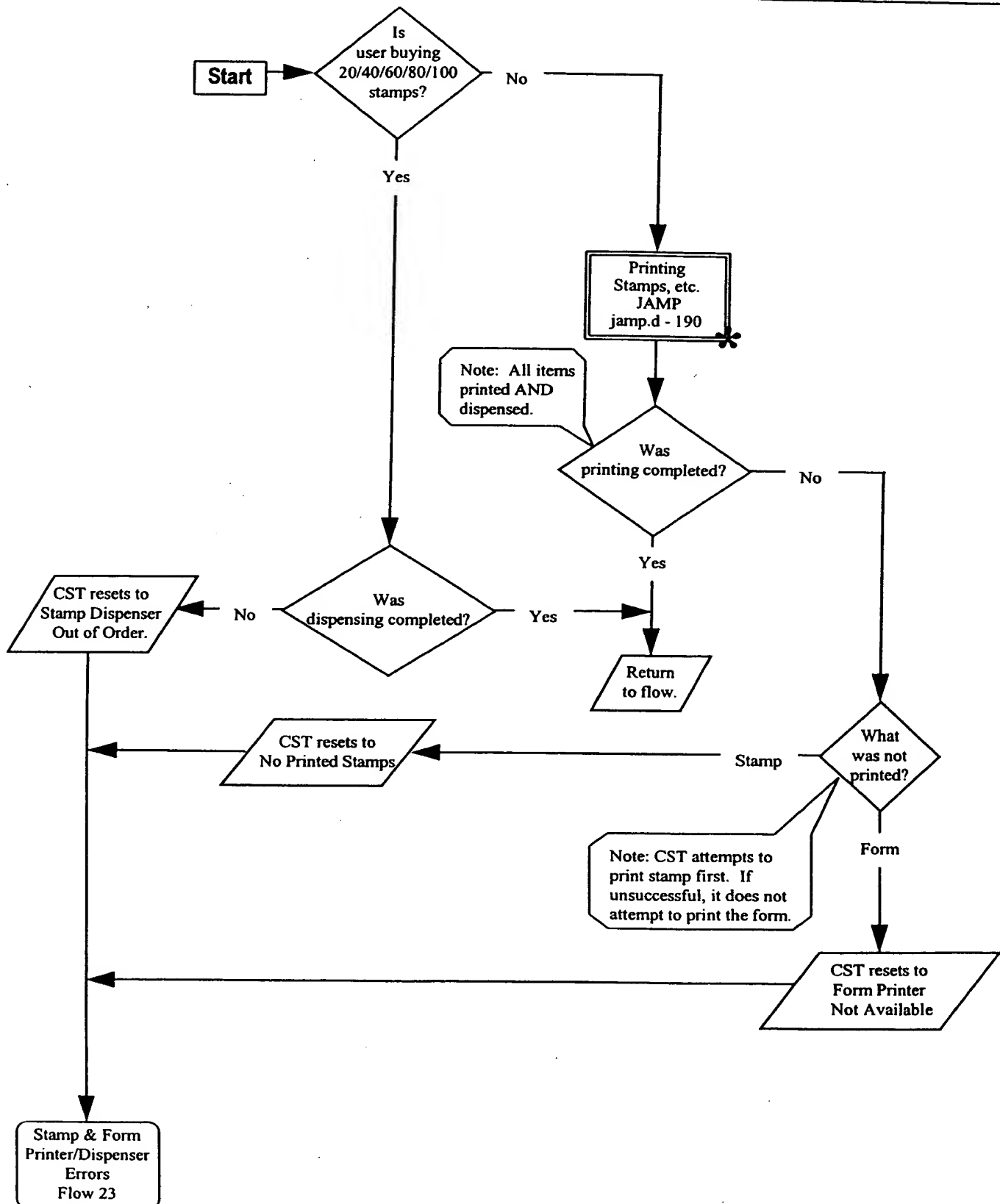
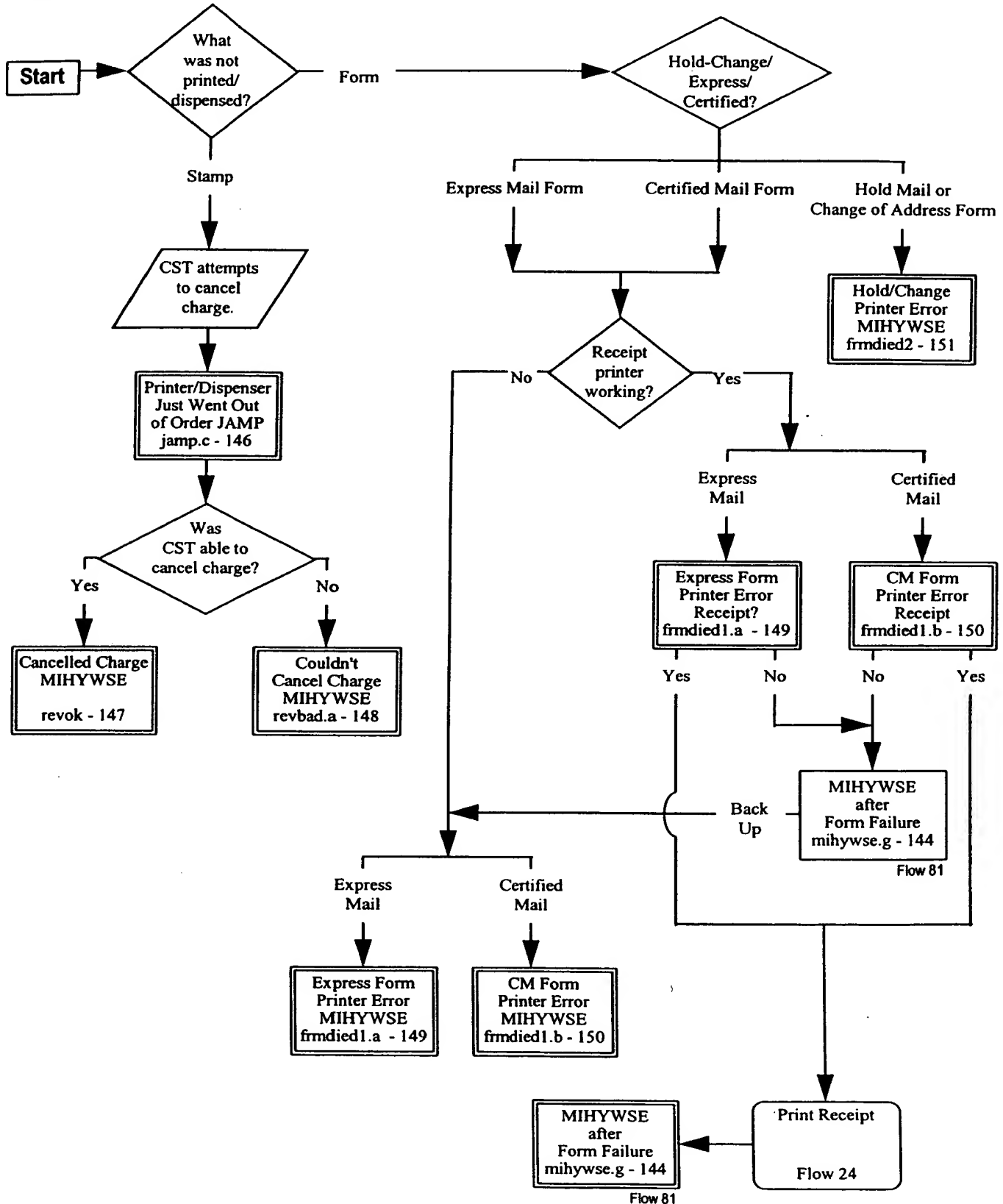


Fig 64



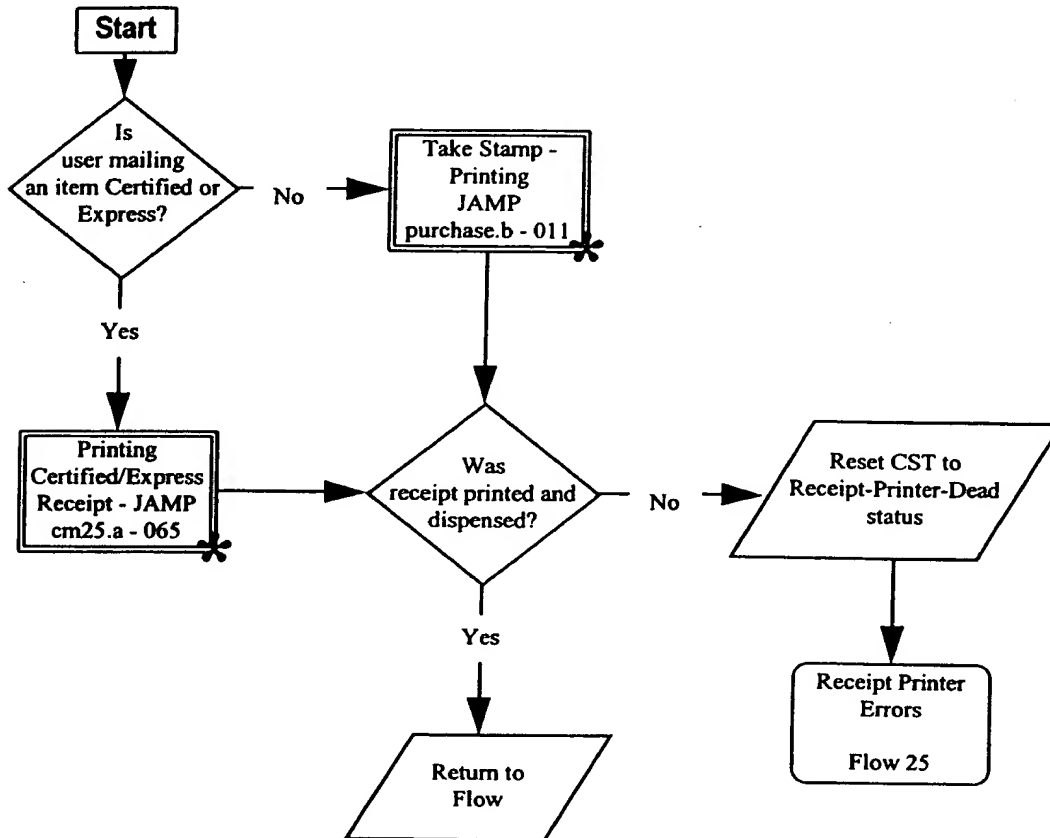
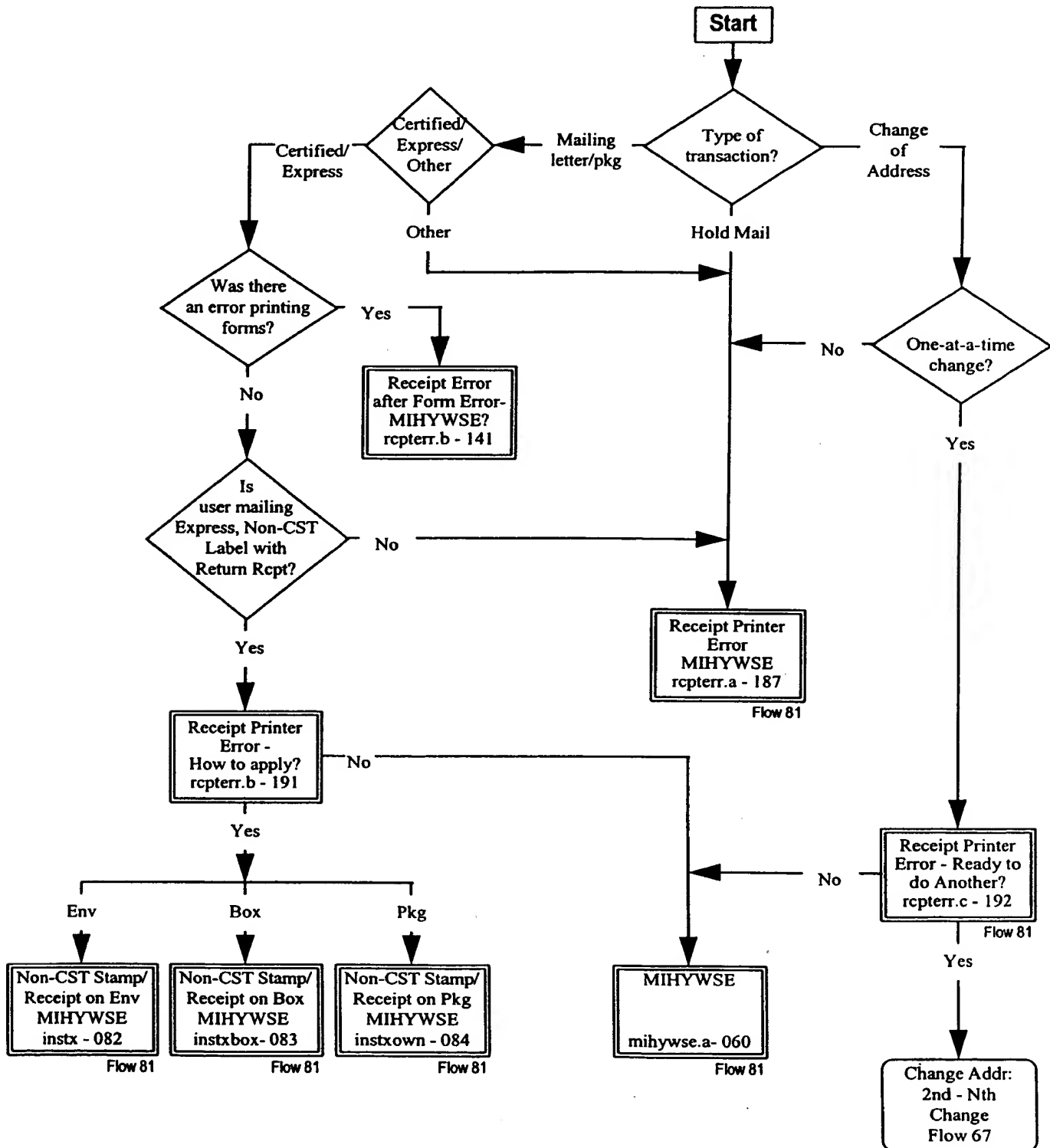
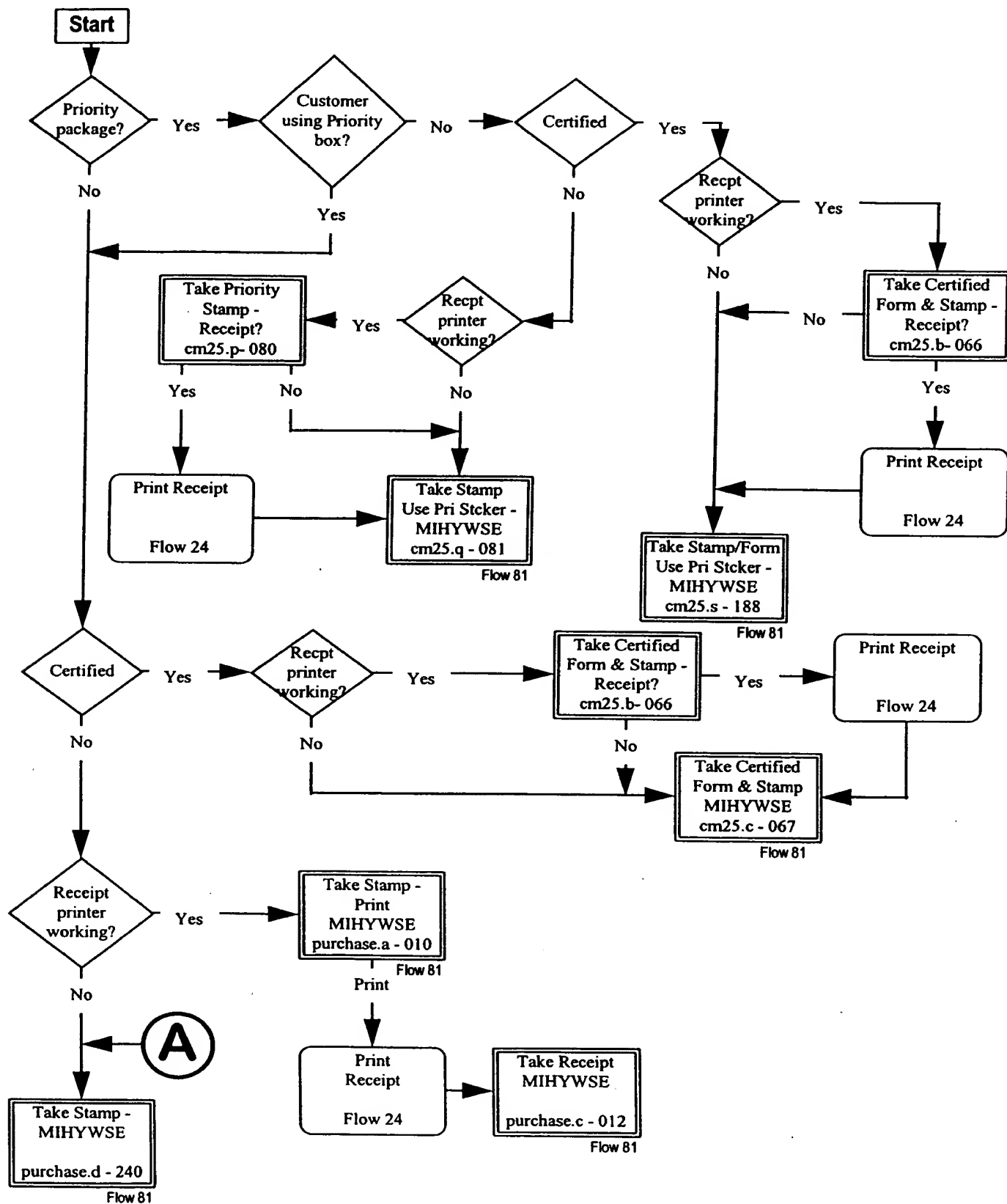
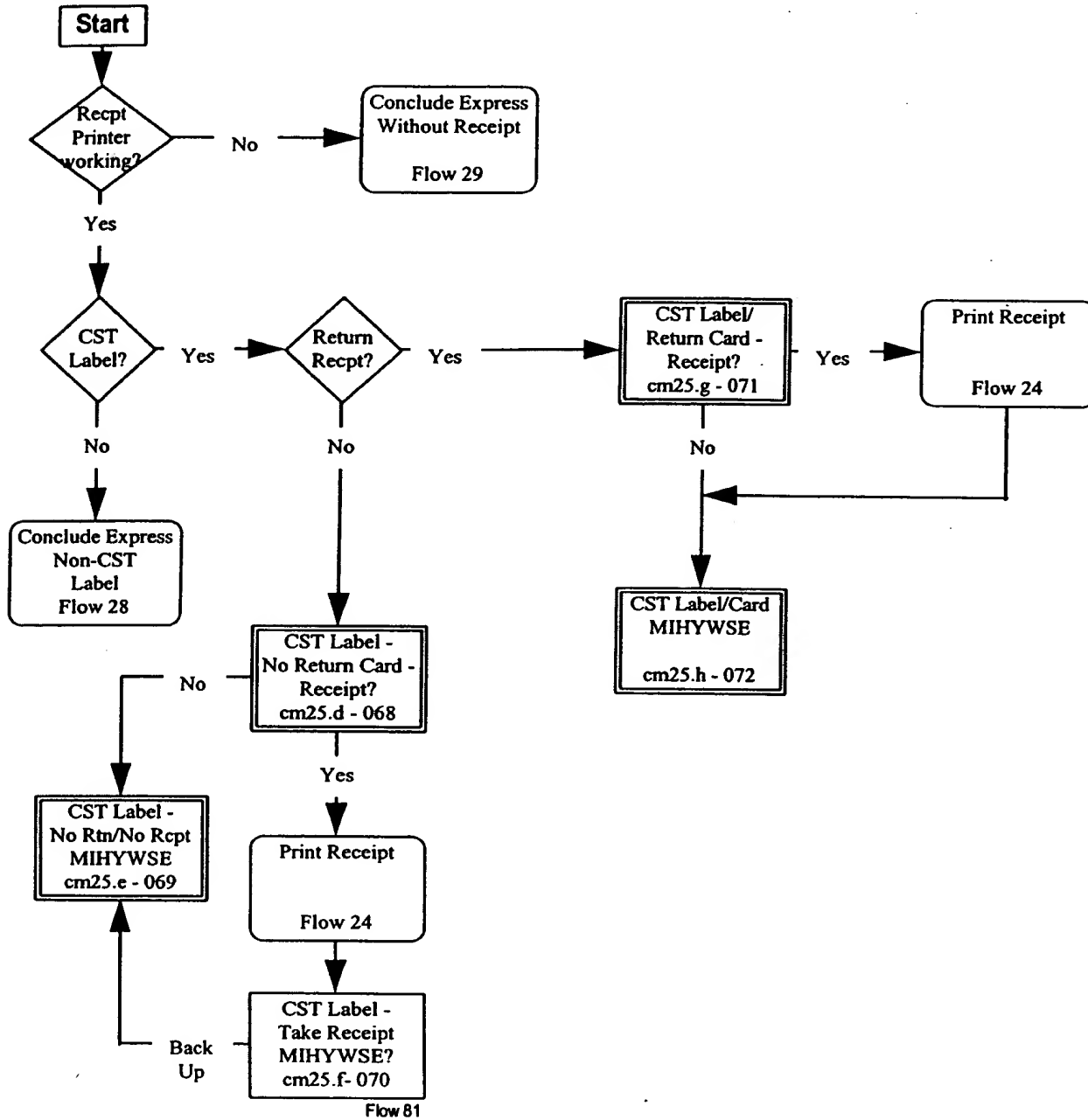
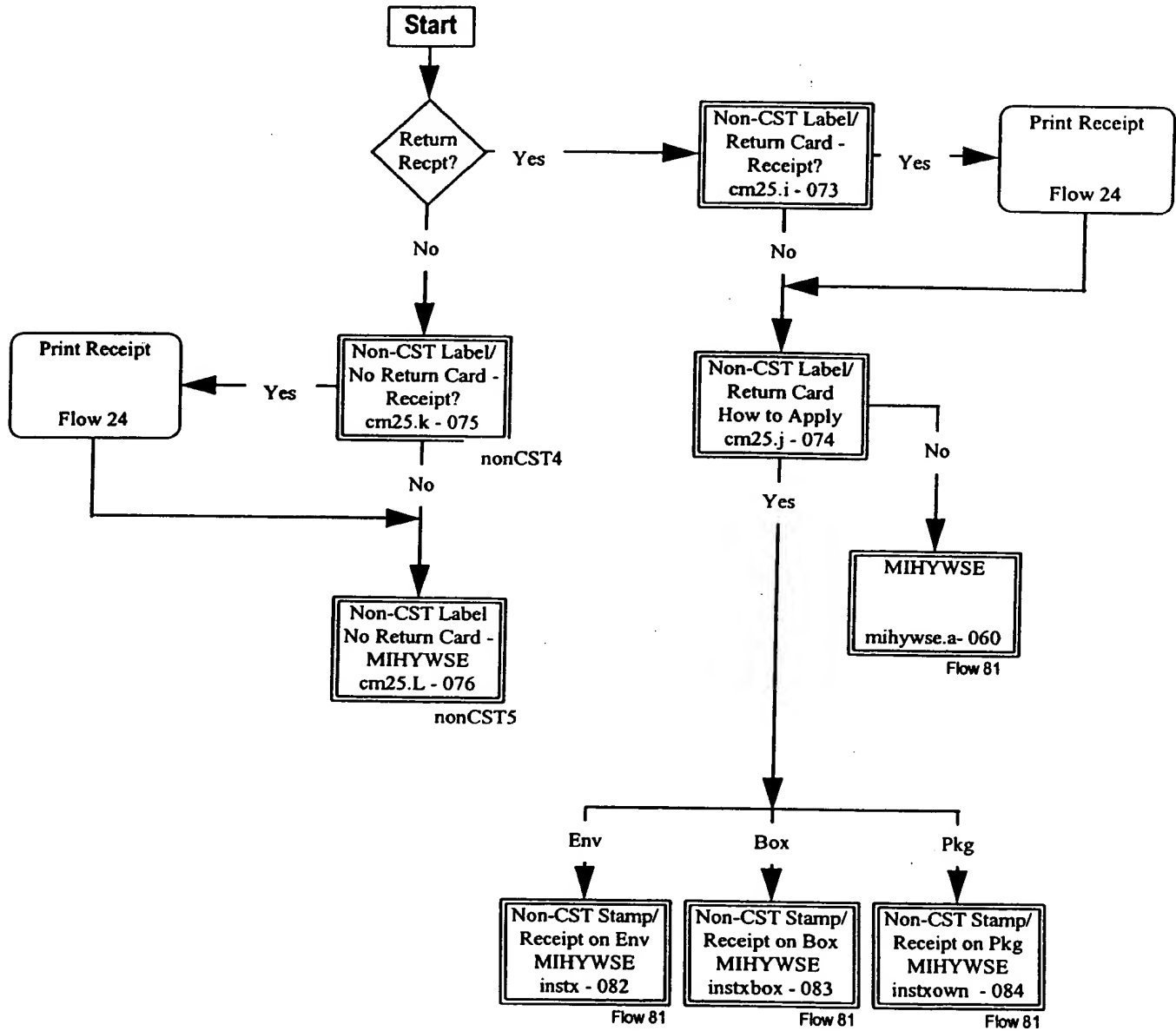


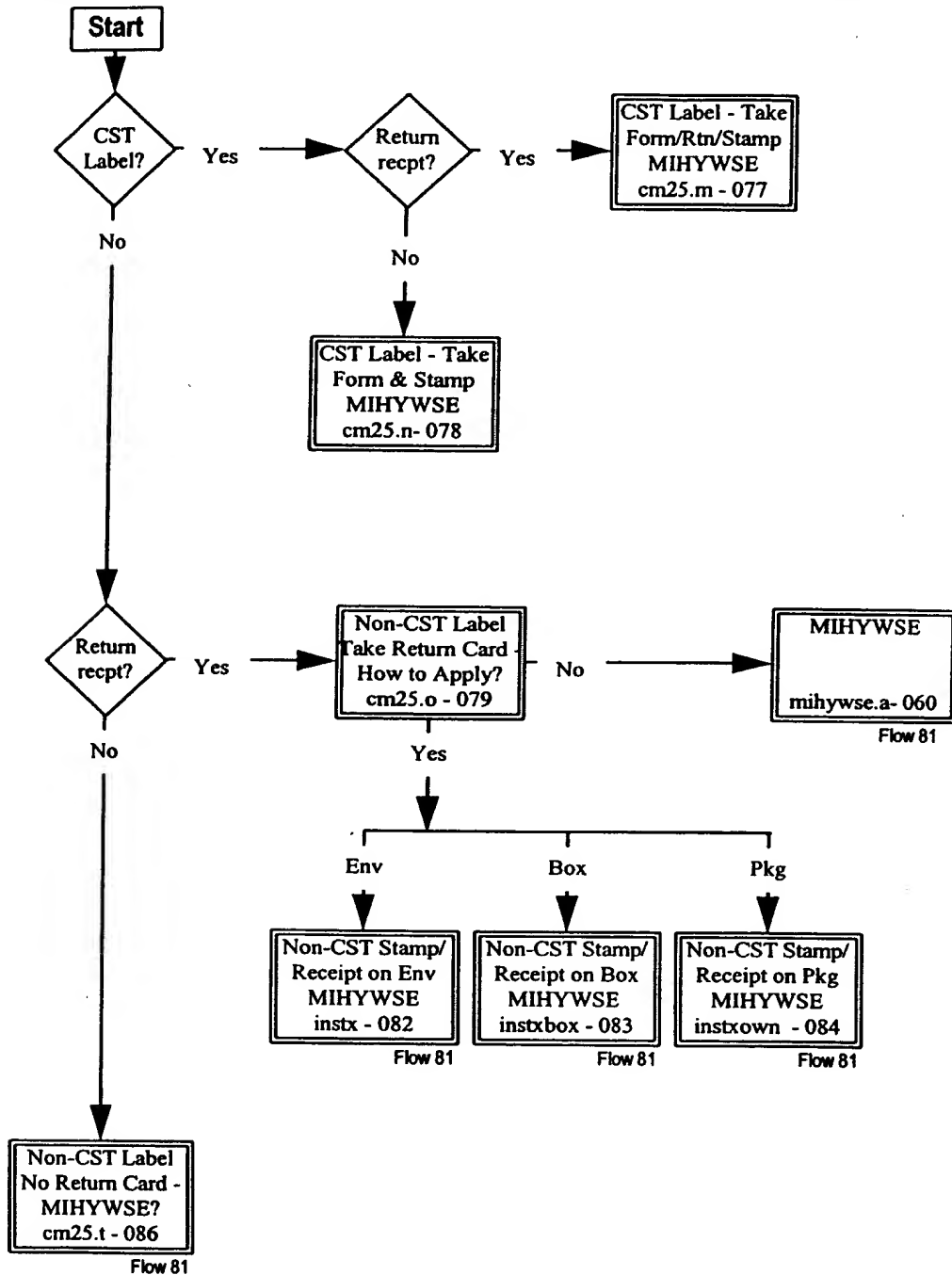
Fig 66











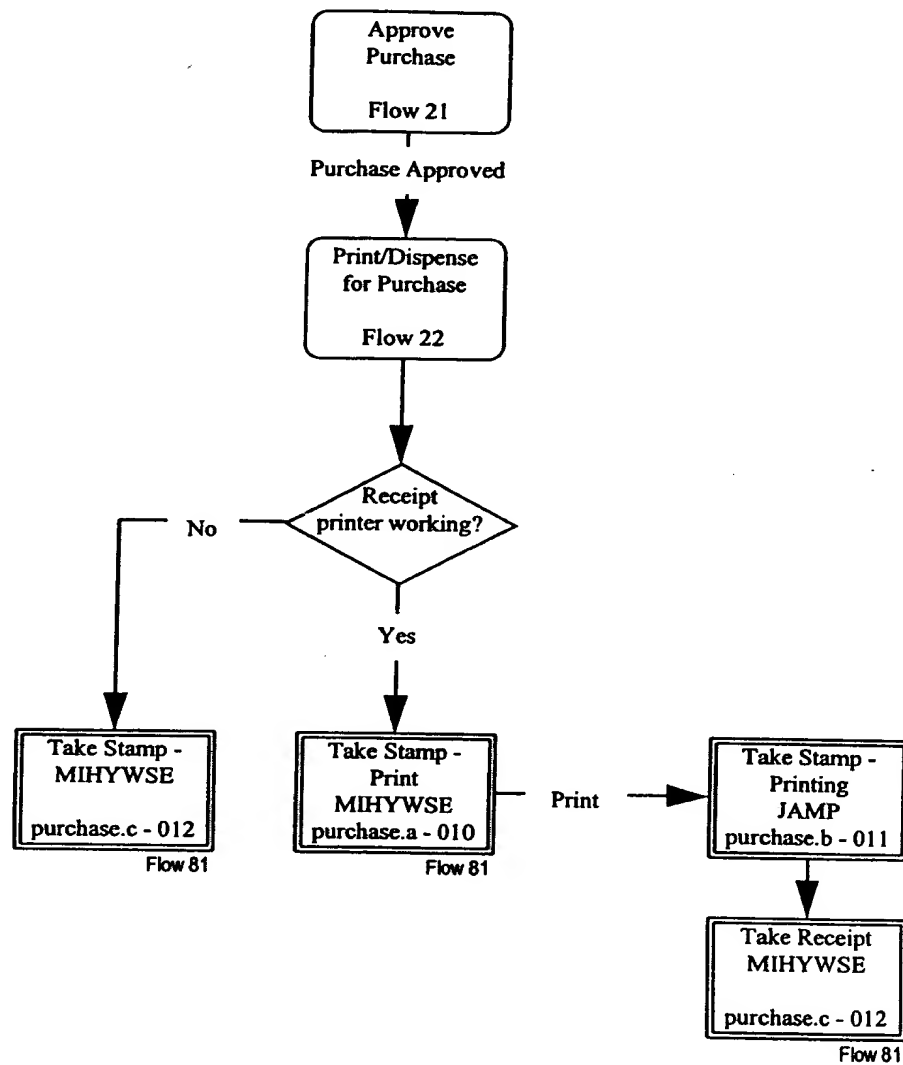
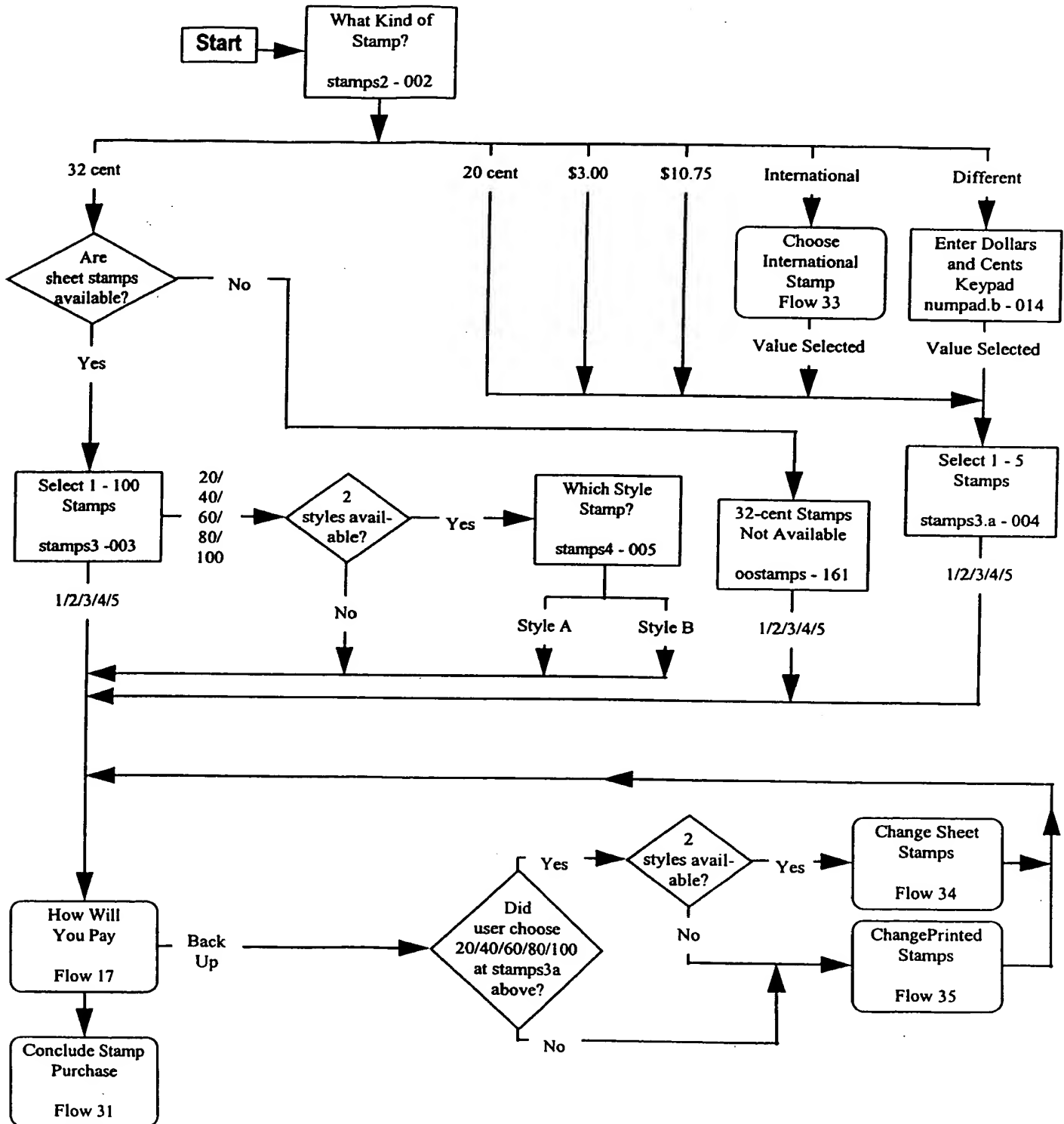


Fig 72



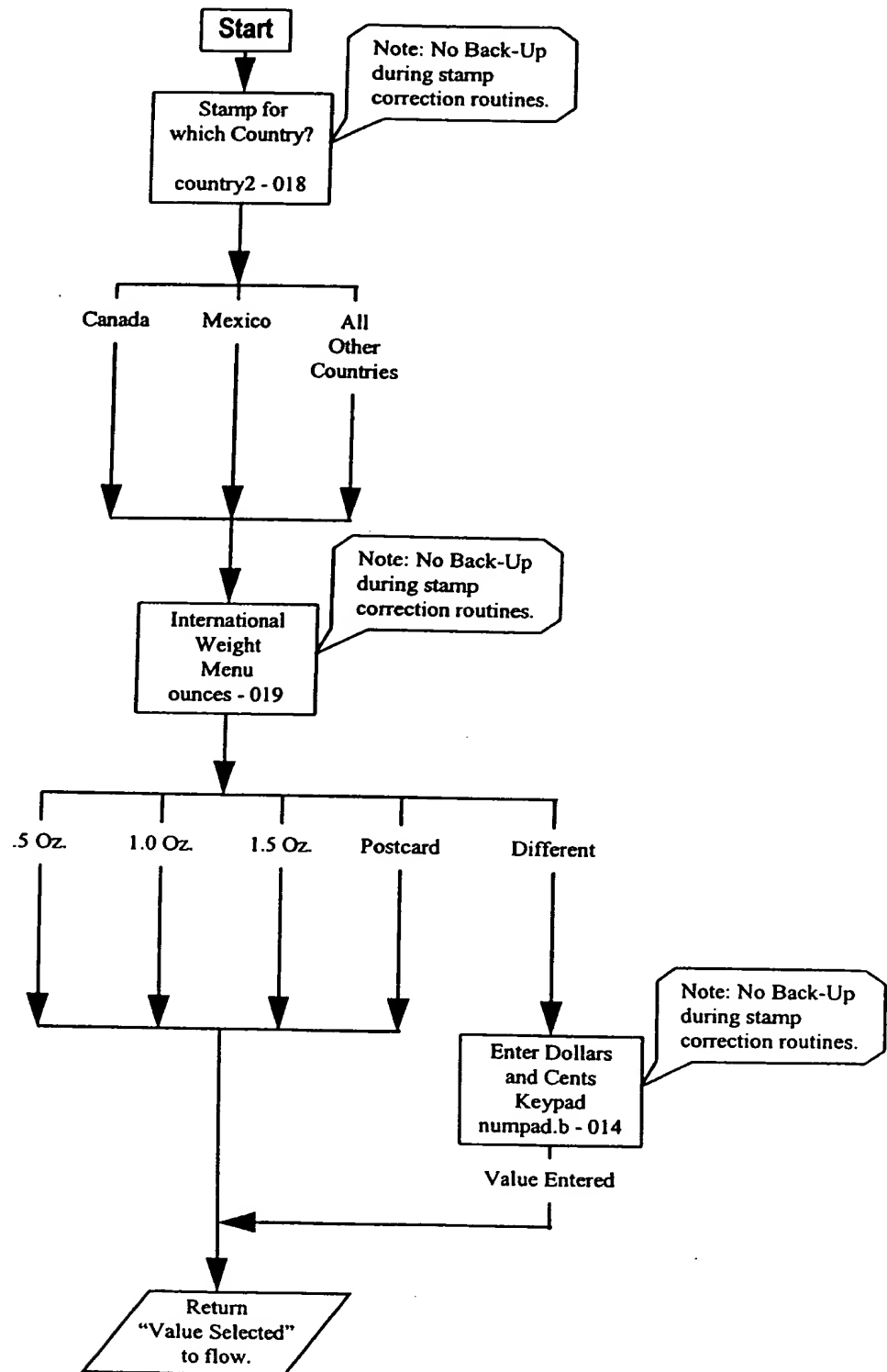


Fig 74

Source Flows: 2

Buy Stamps 32-cent Only - Flow 32

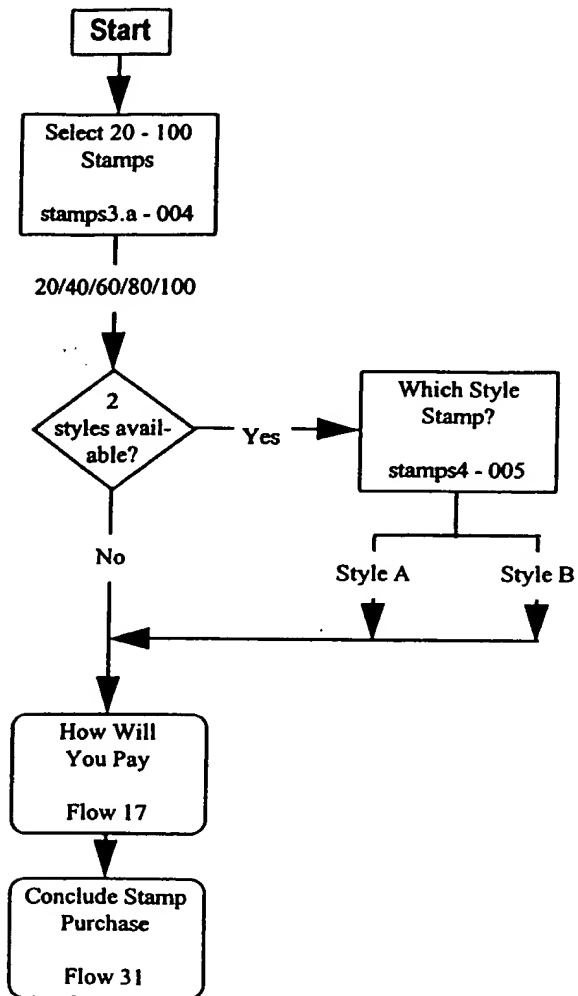
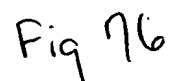


Fig 75



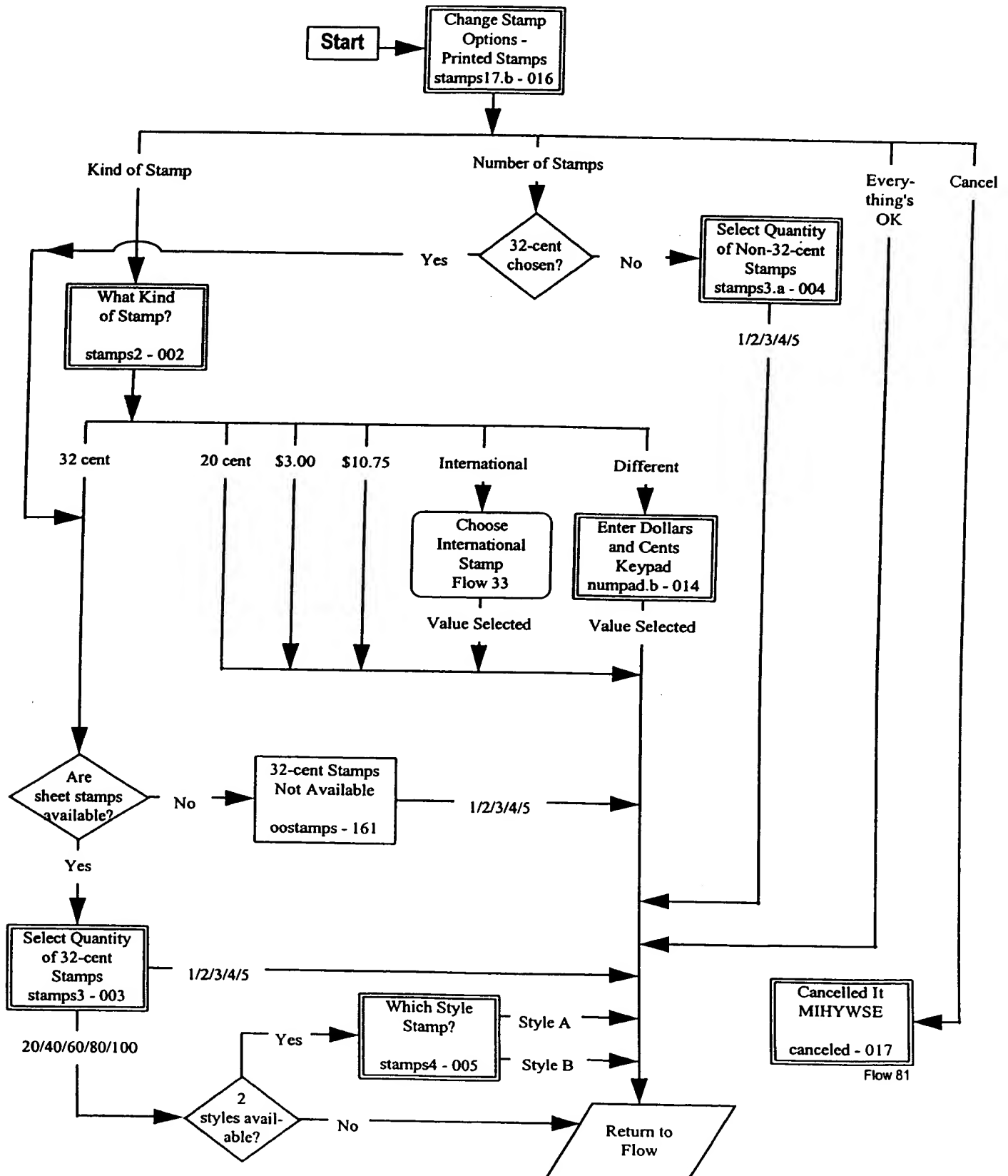
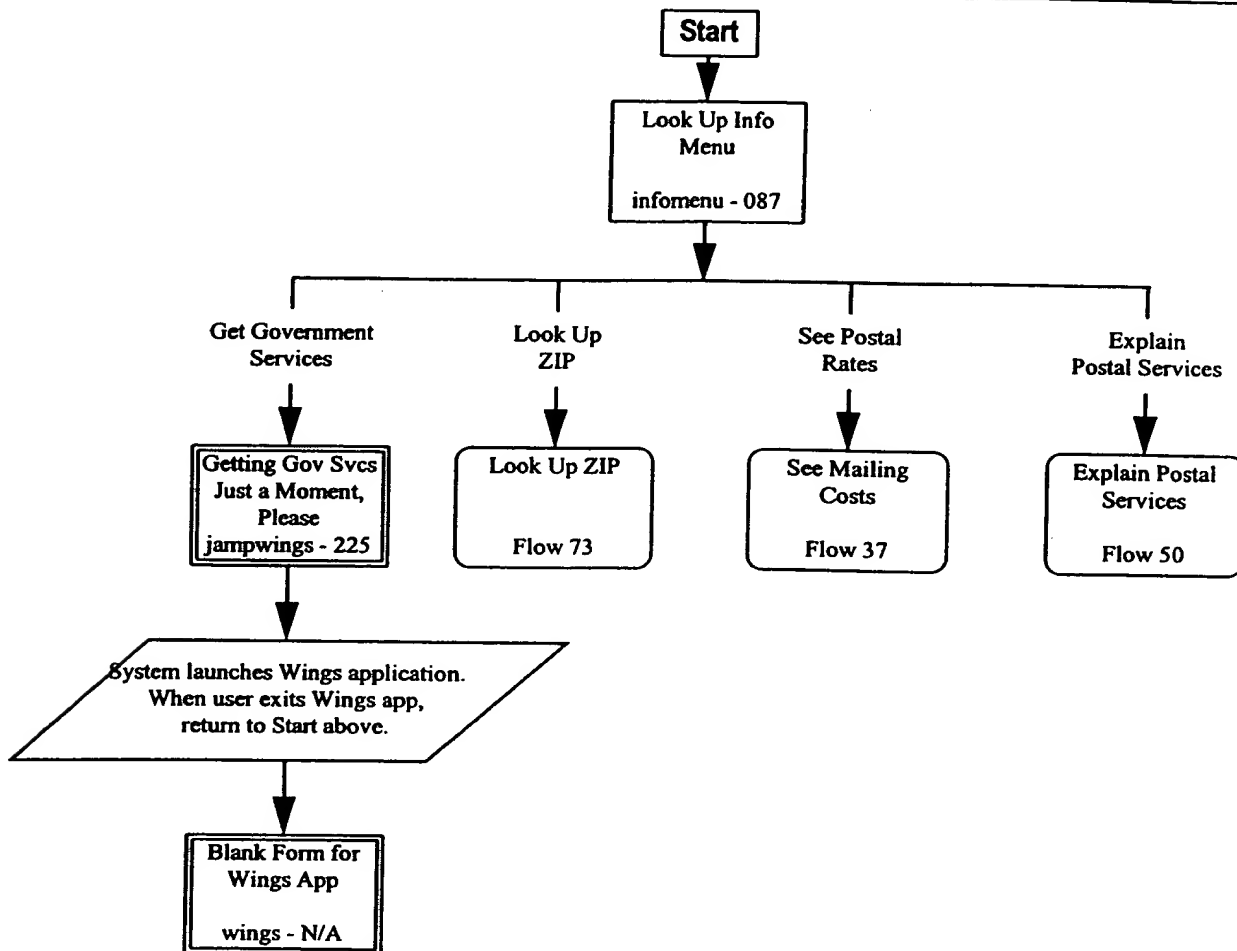


Fig 77



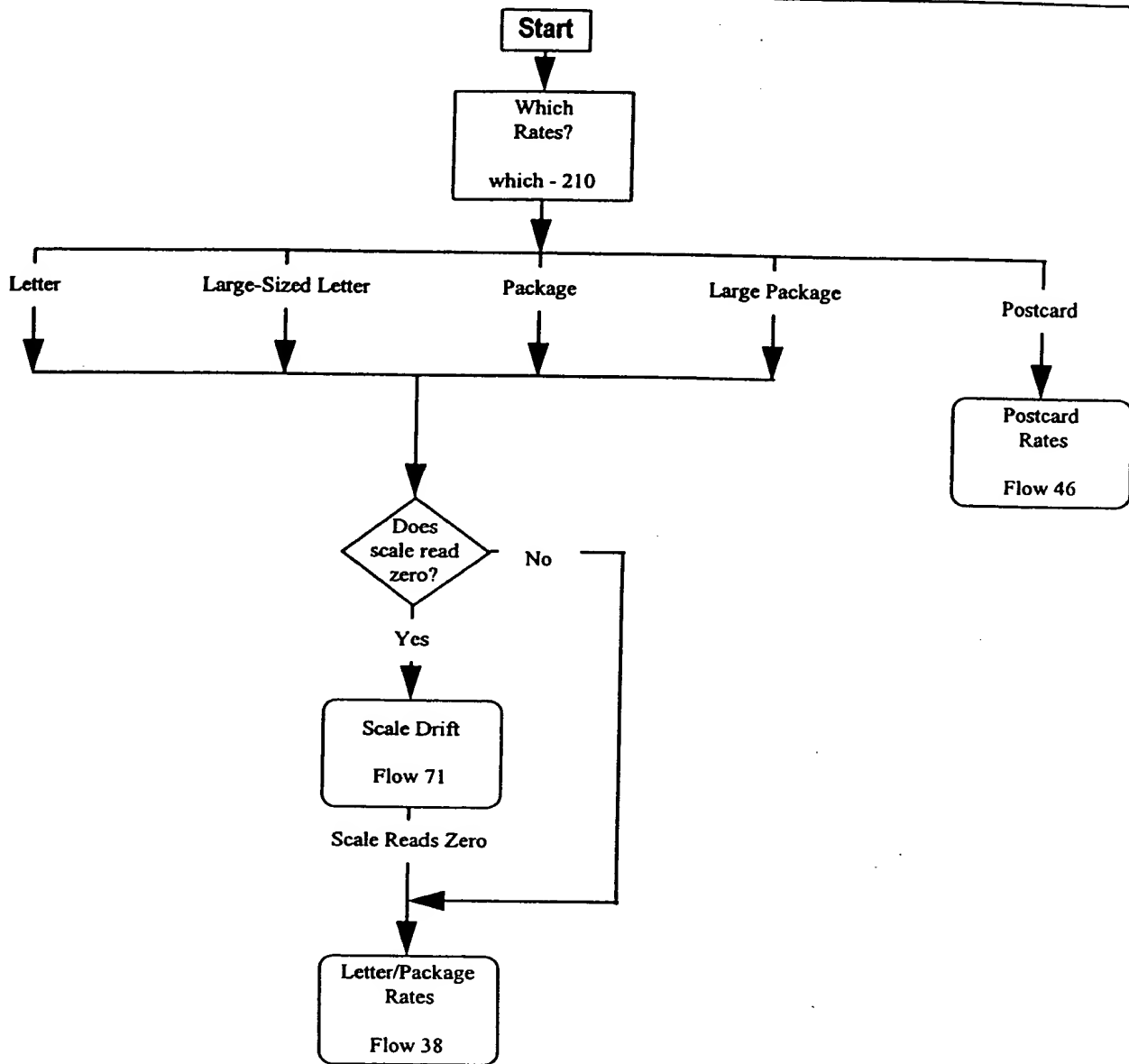


Fig 79

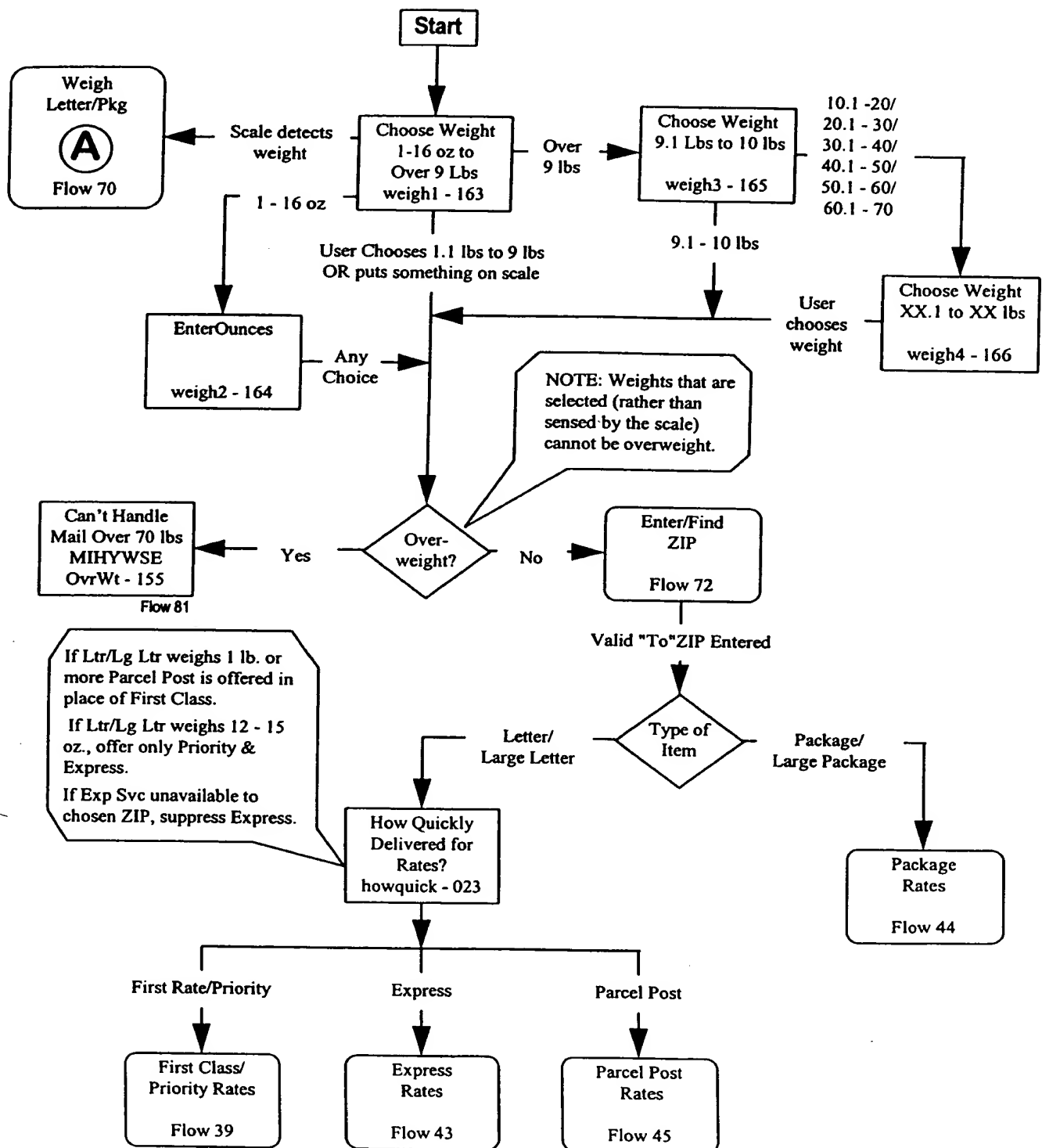


Fig. 80

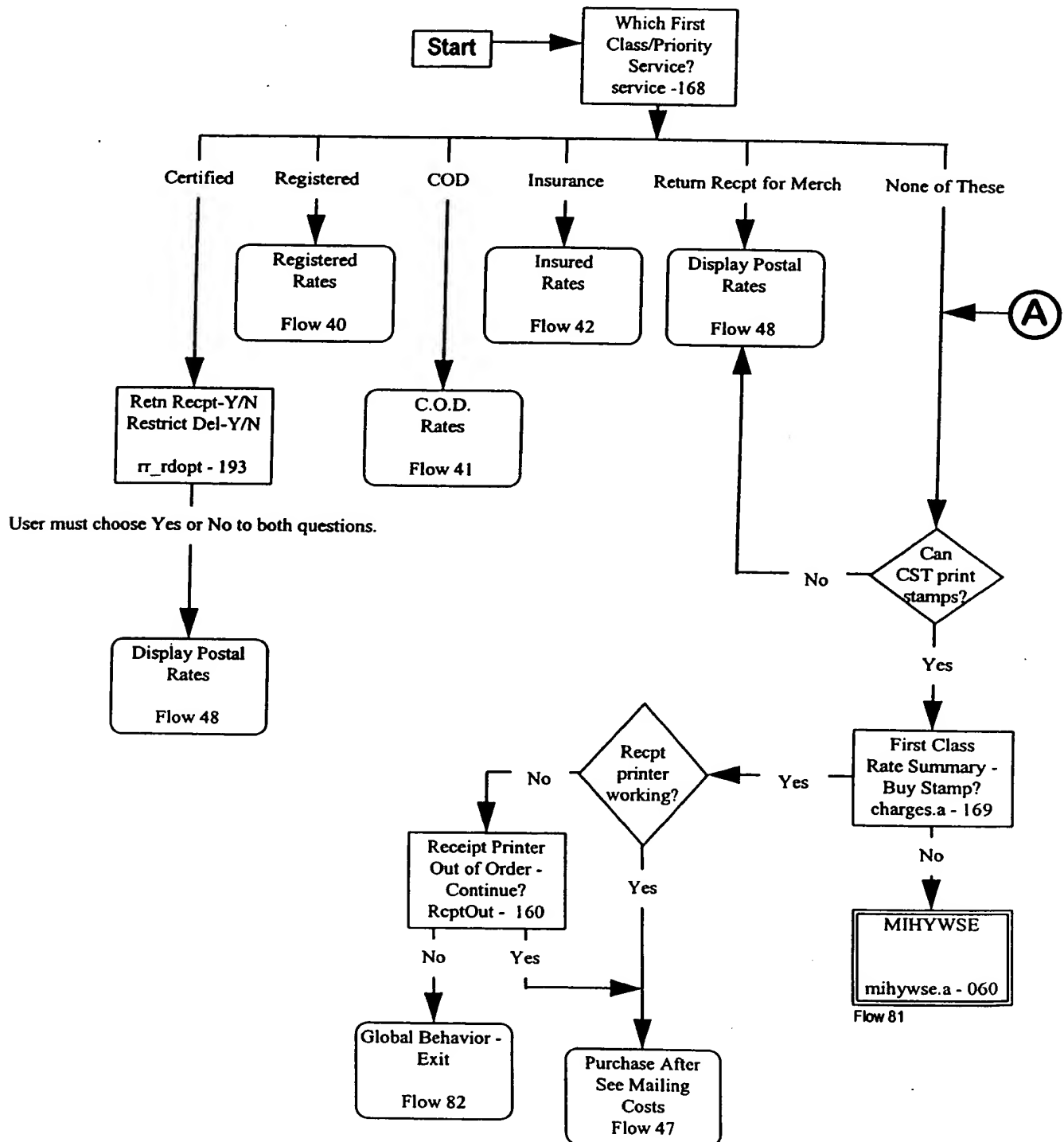


Fig 81

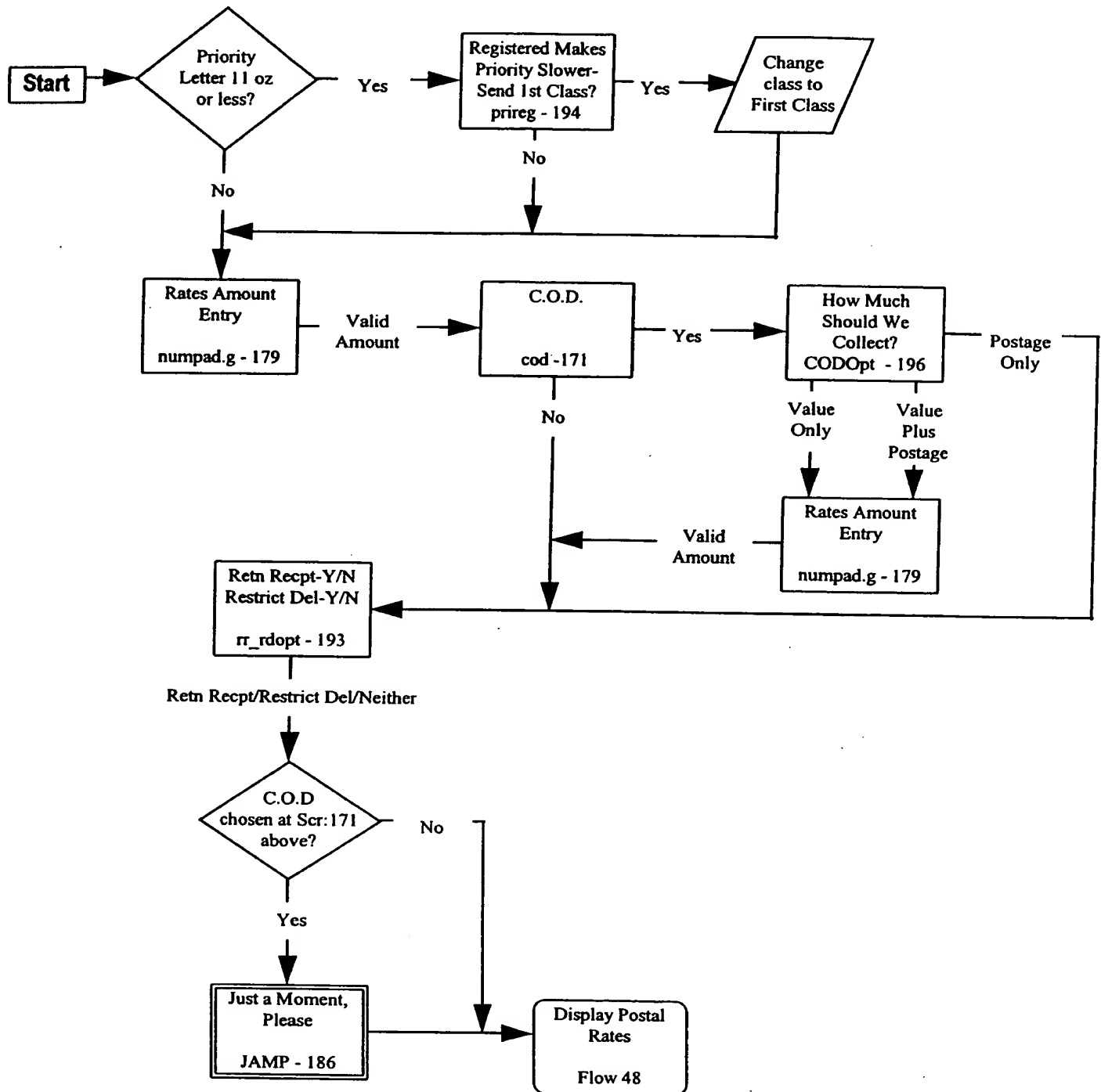
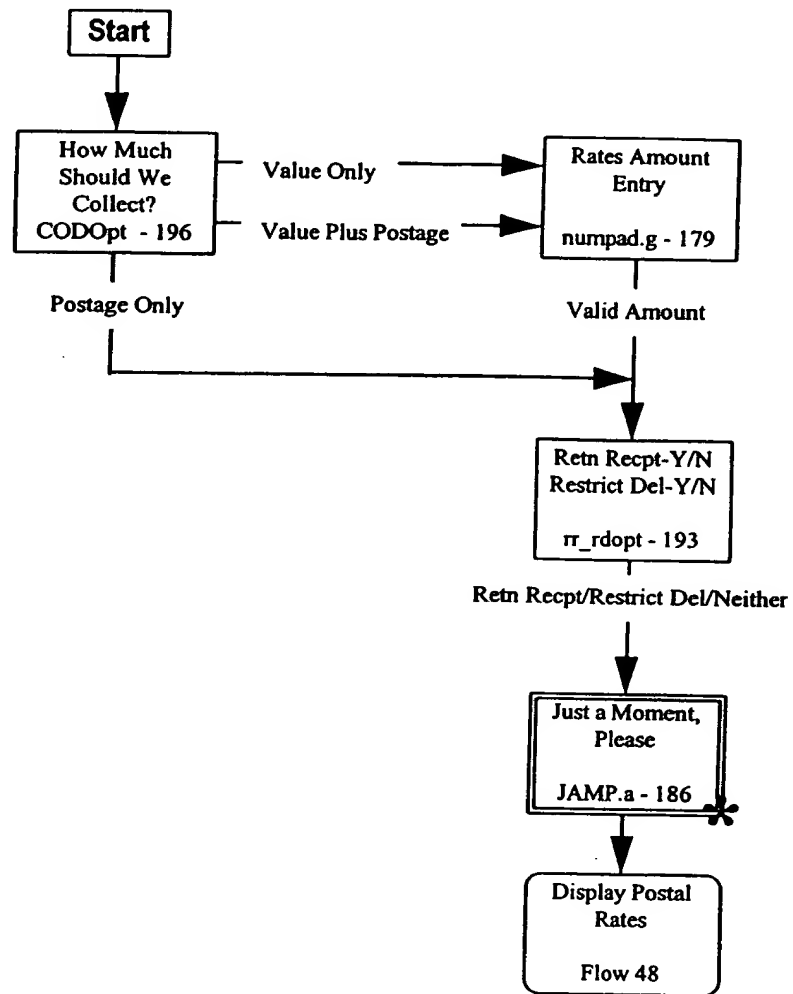


Fig. 82



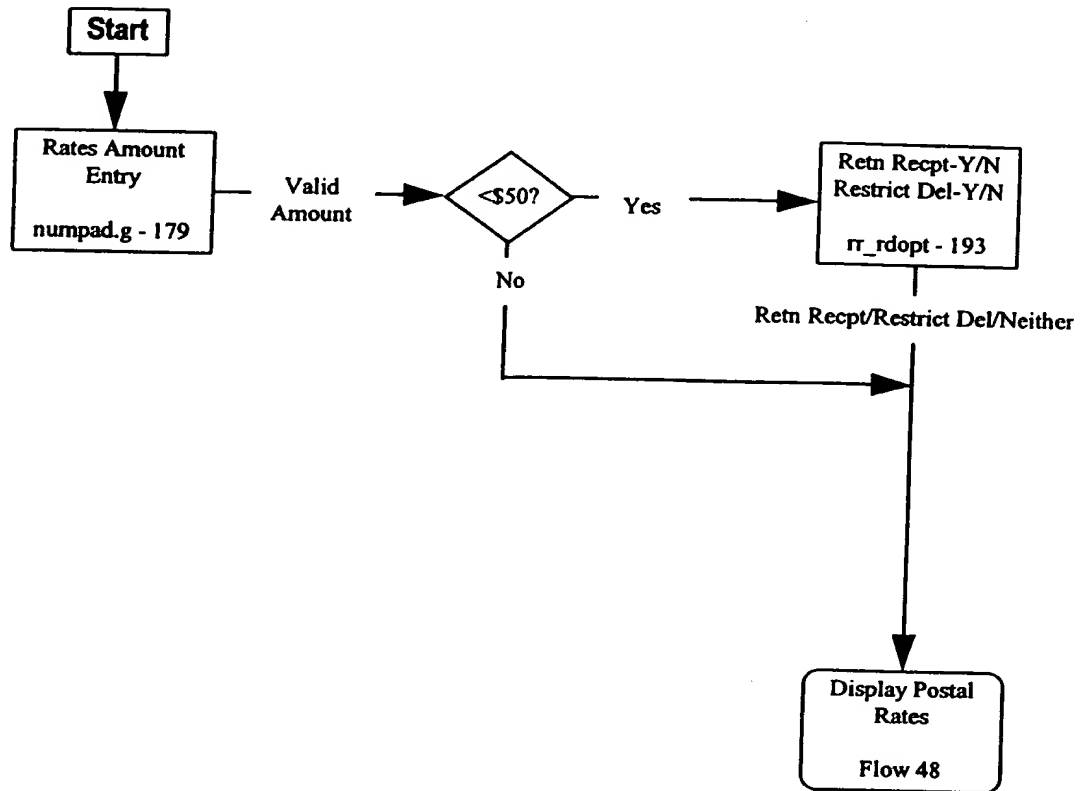
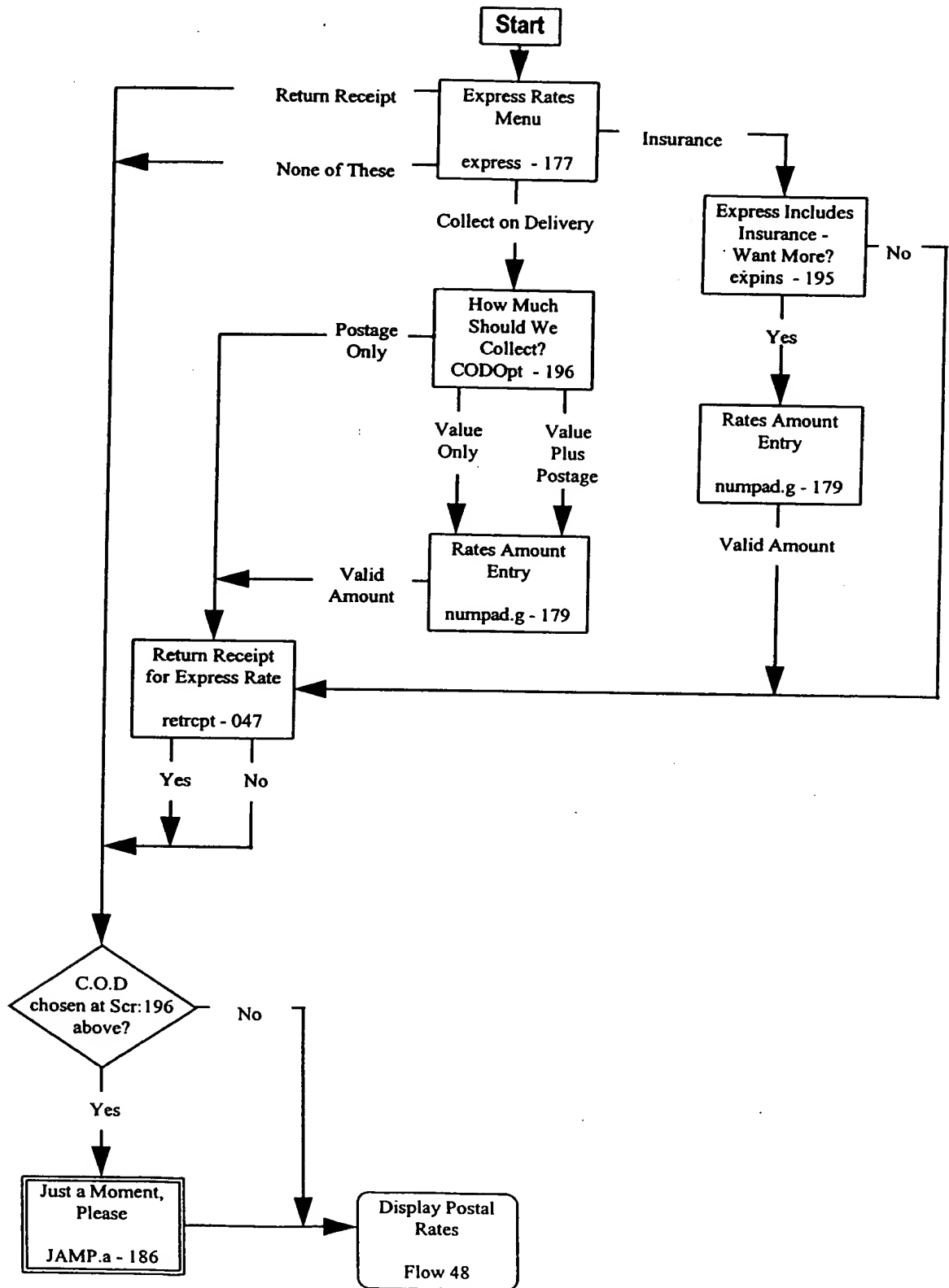


Fig. 84



Source Flows: 38

Package Rates - Flow 44

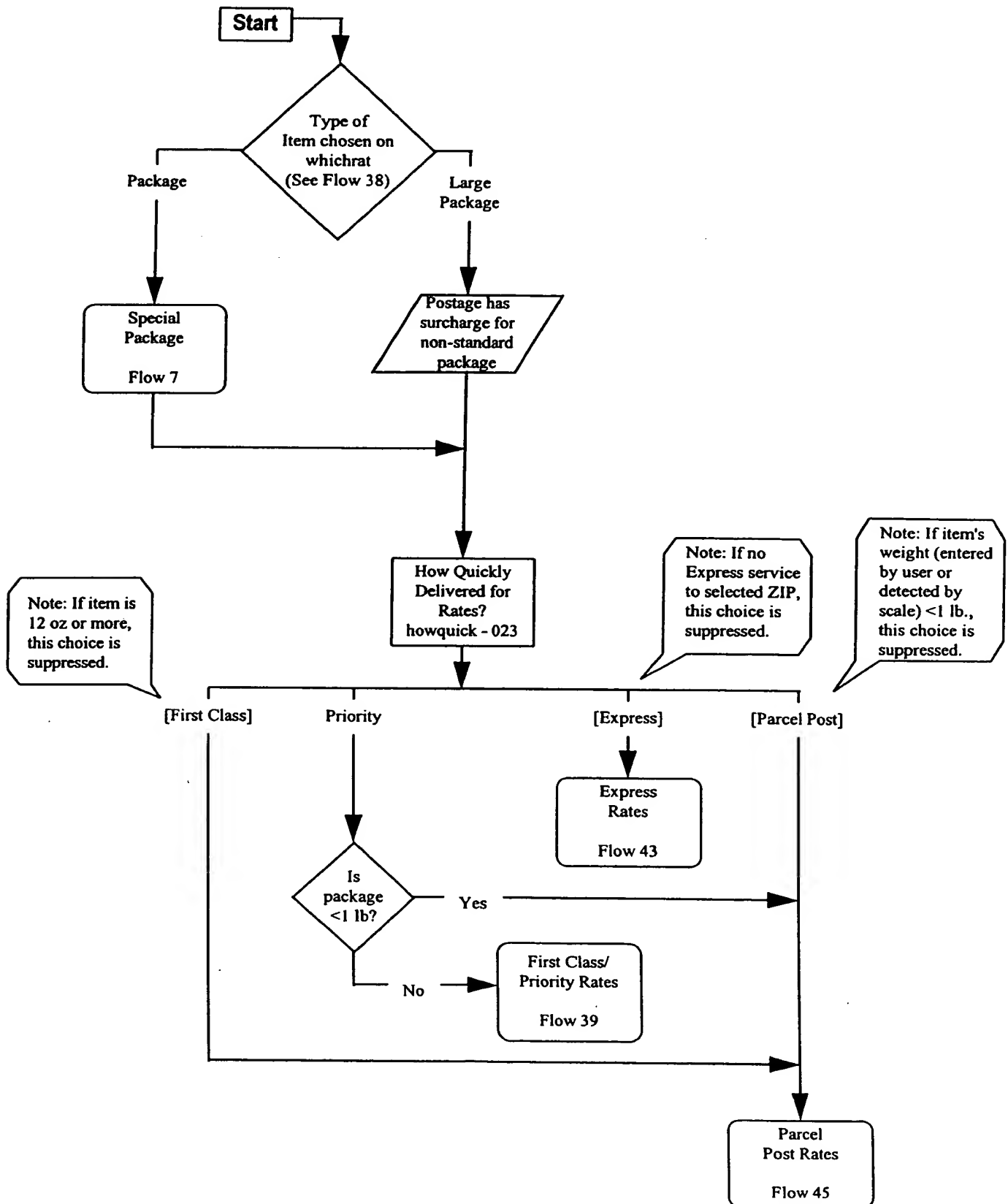


Fig. 86

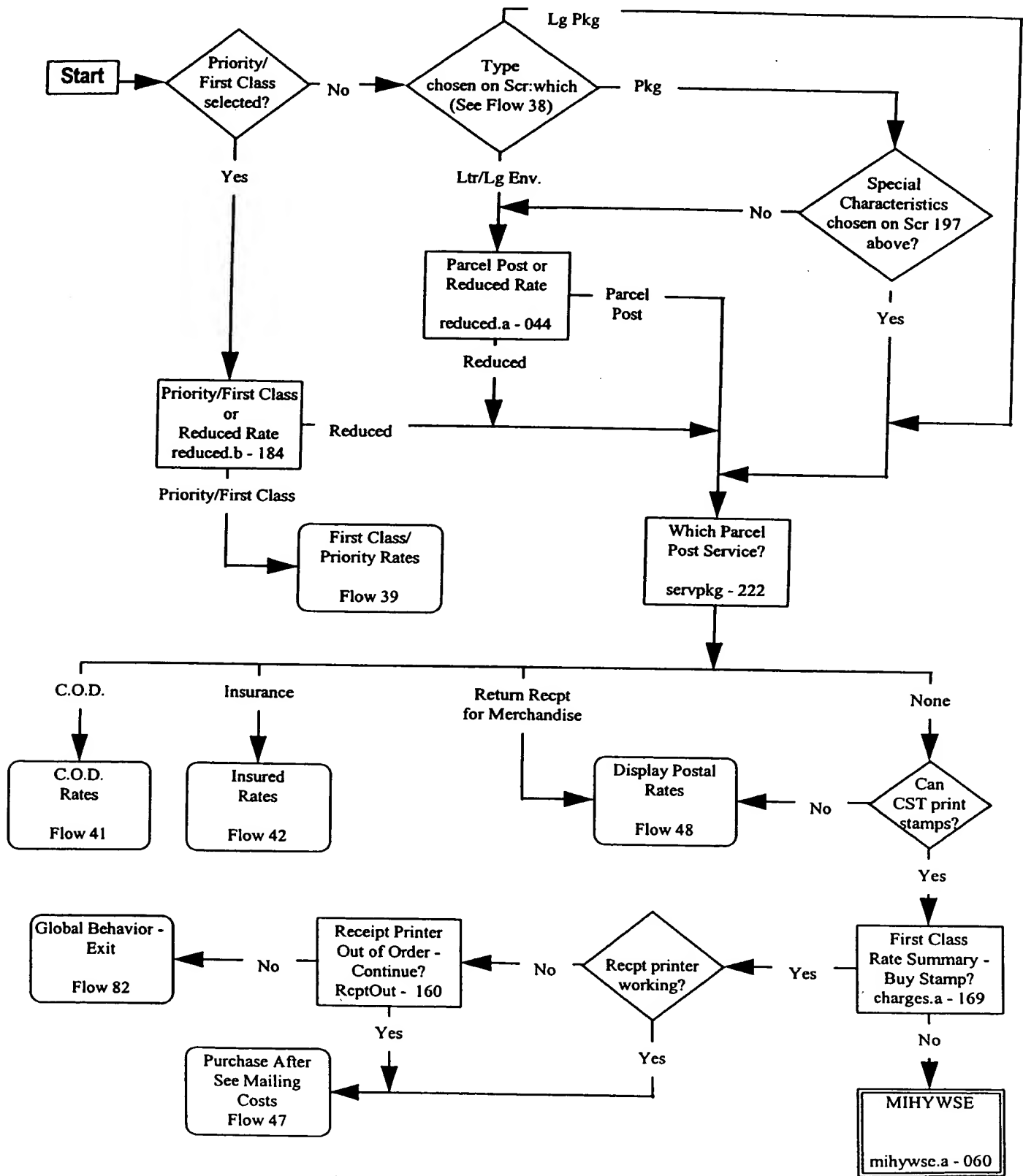


Fig 89

Flow 81

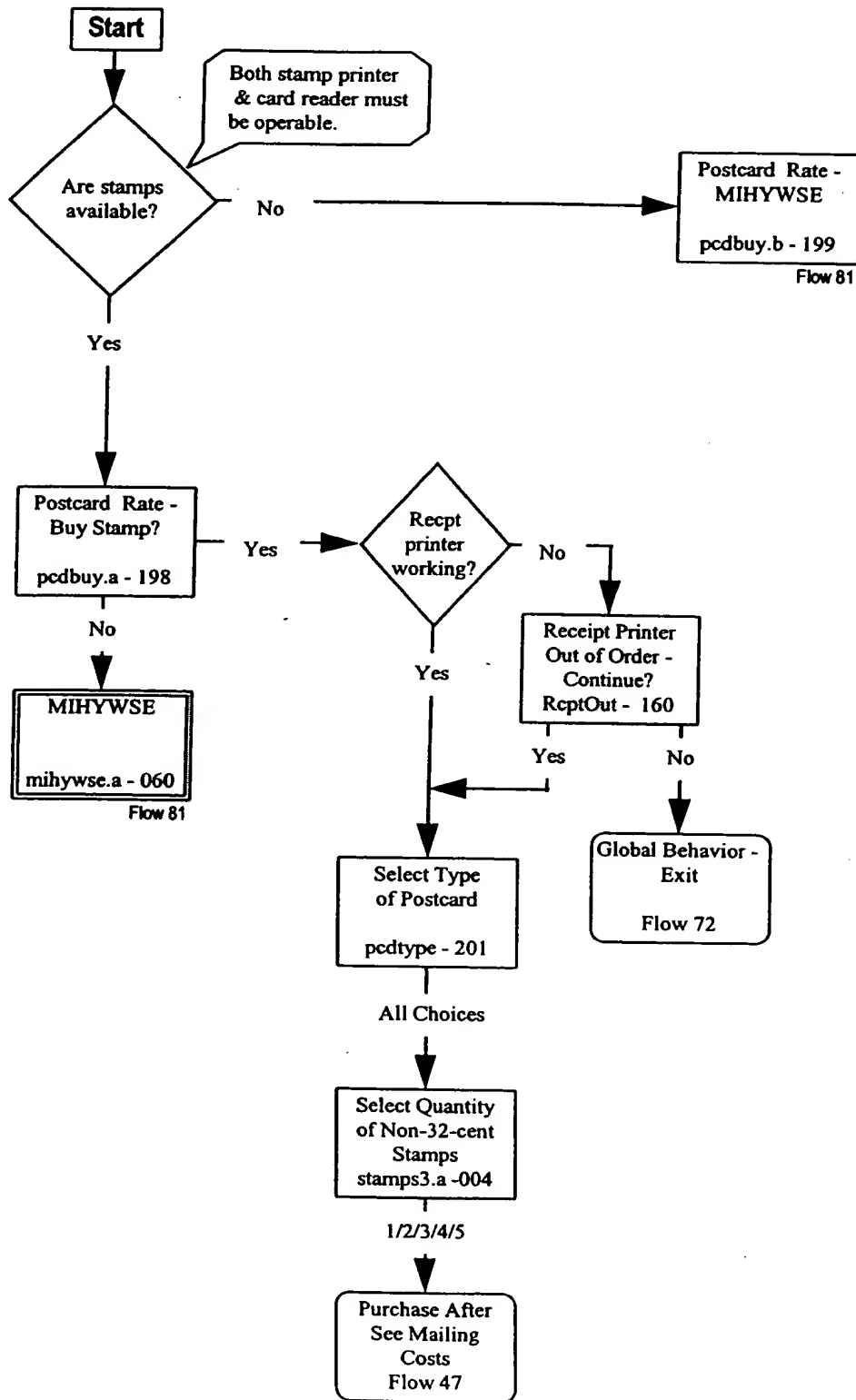


Fig 88

Source Flows: 39, 45, 46

Purchase After See Mailing Costs - Flow 47

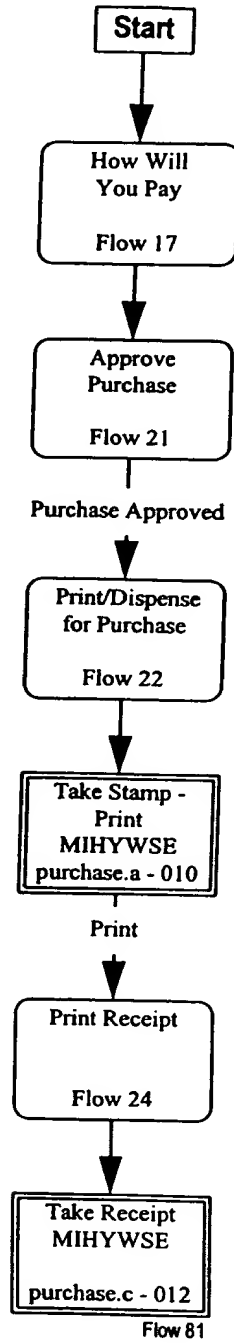


Fig 89

Source Flows: 39, 40, 41, 42, 43, 45

Display Postal Rates - Flow 48

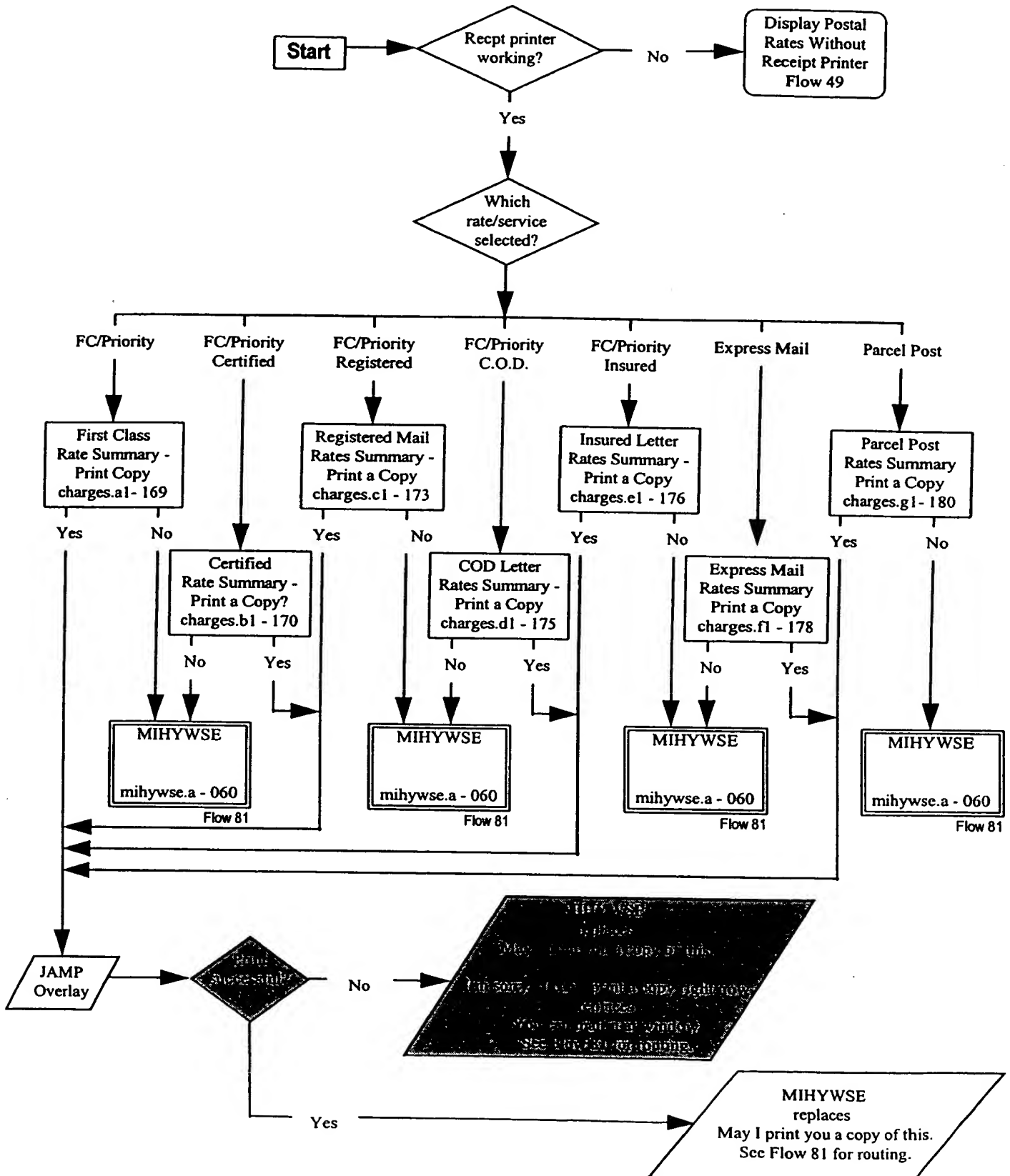


Fig 90

Source Flows: 48

Display Postal Rates Without Receipt Printer - Flow 49

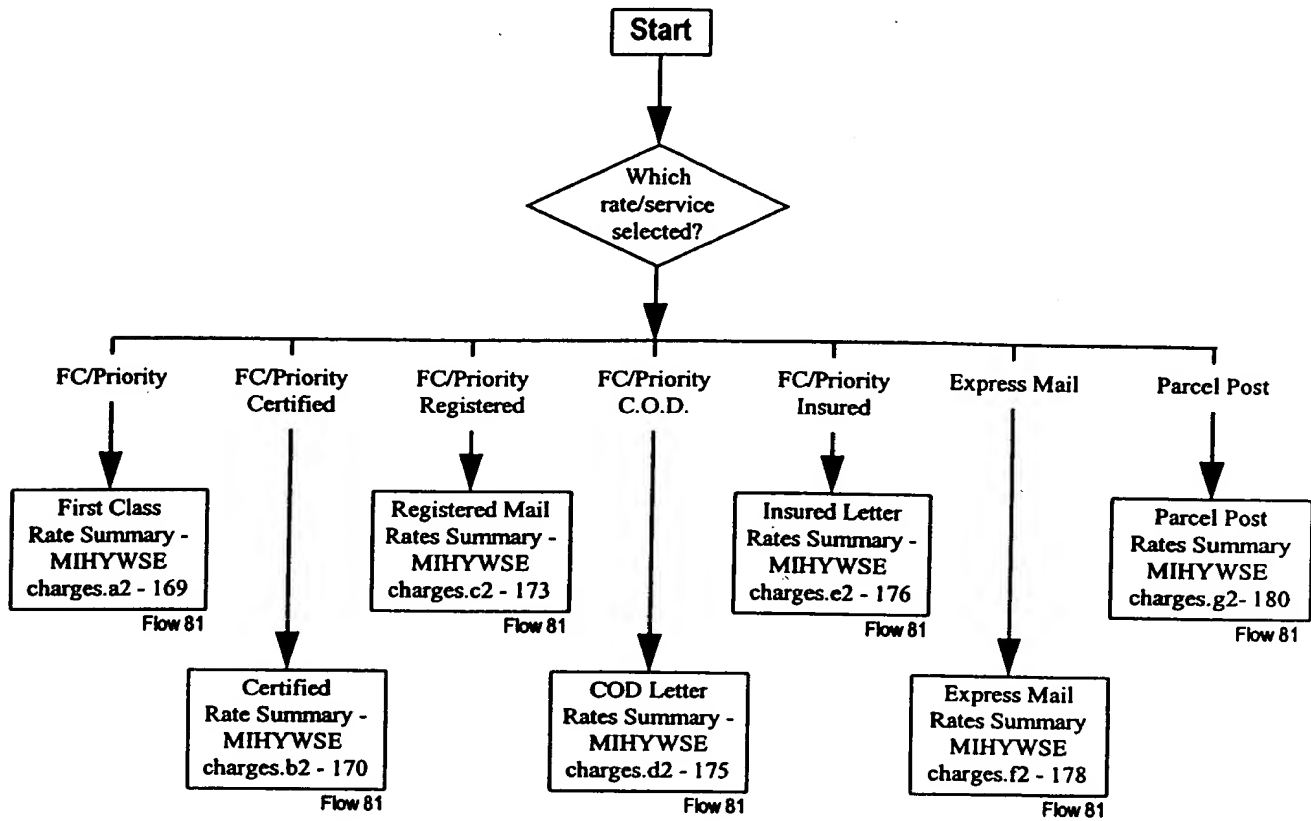


Fig. 91

Source Flows: 3, 36, 52, 53, 54

Explain Postal Services - Flow 50

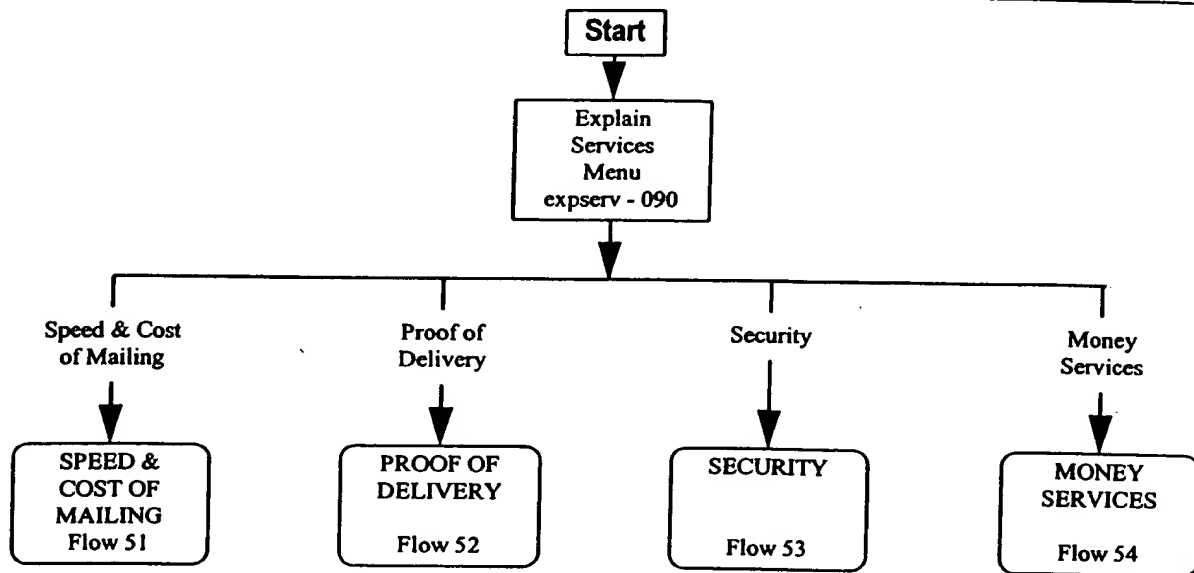
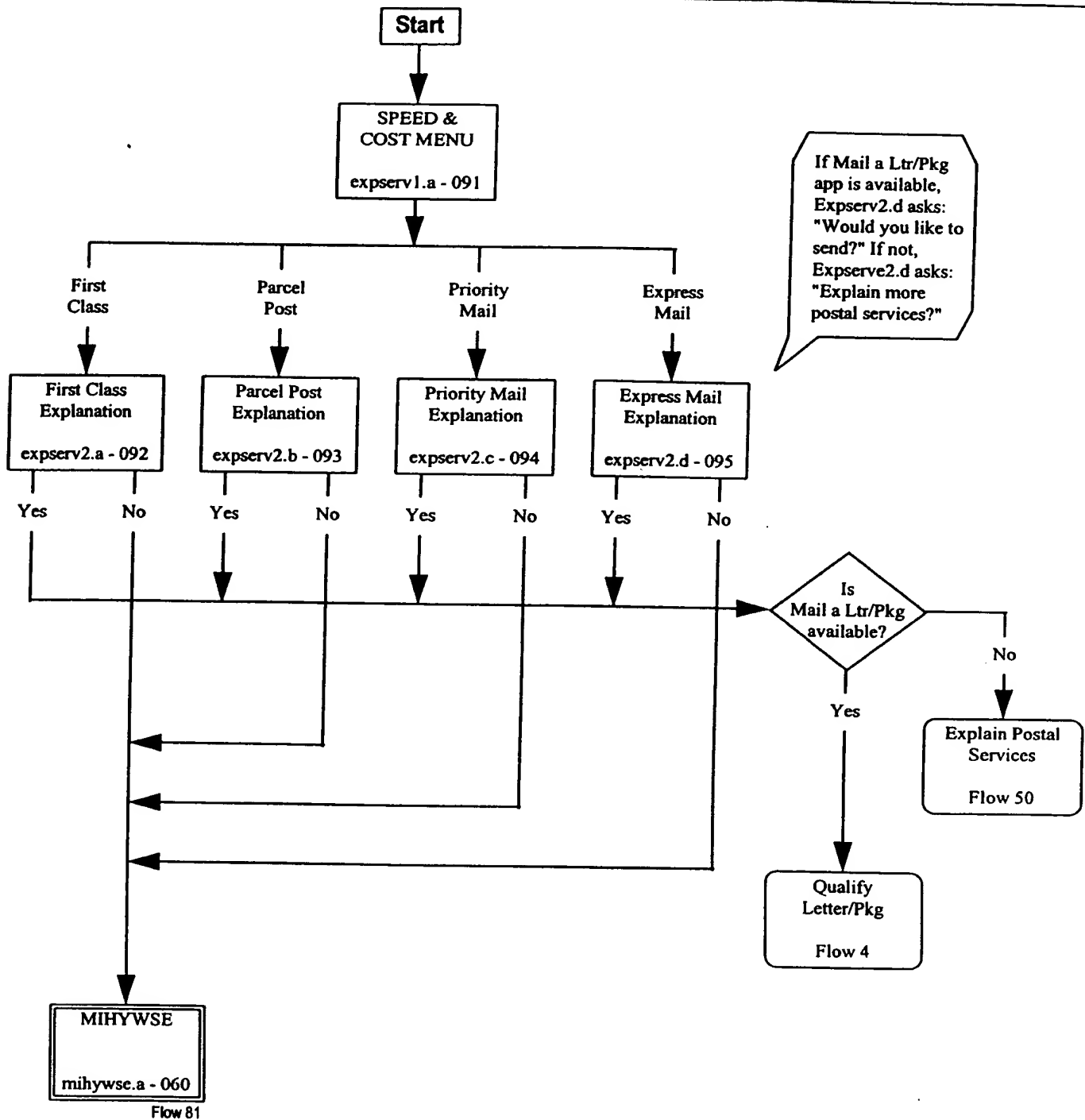


Fig 92



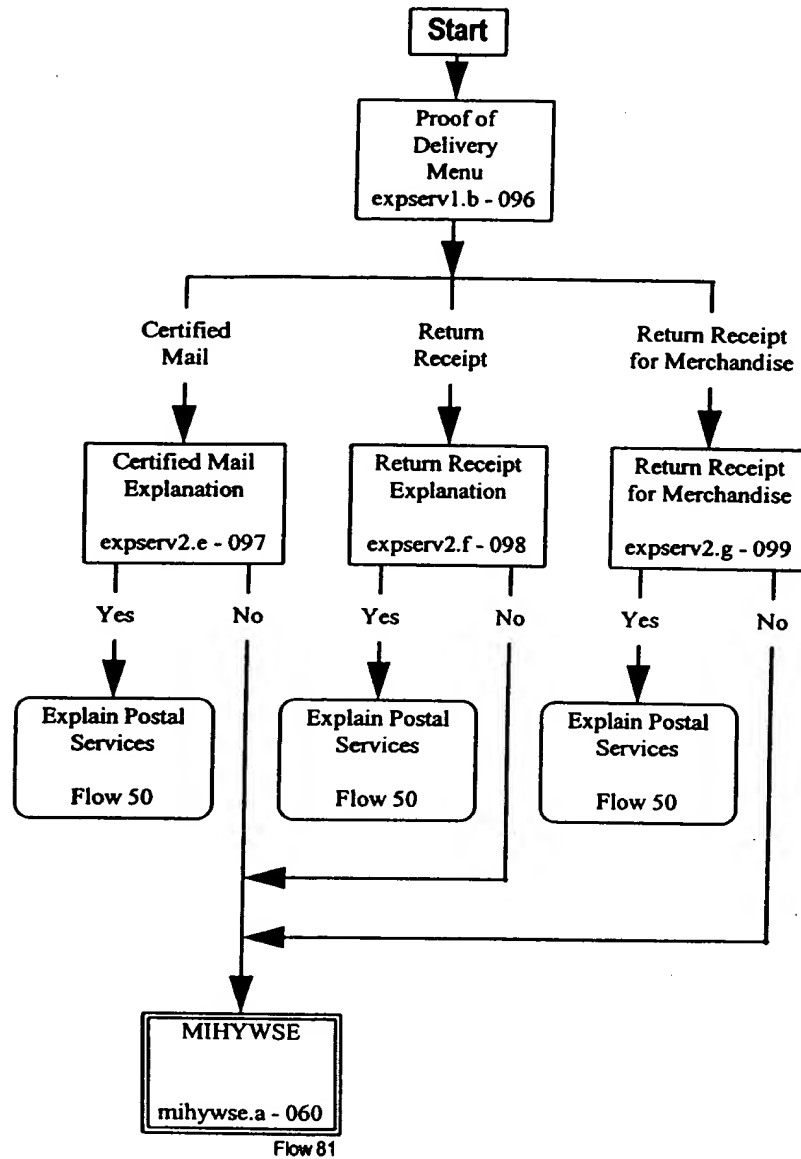


Fig. 94.

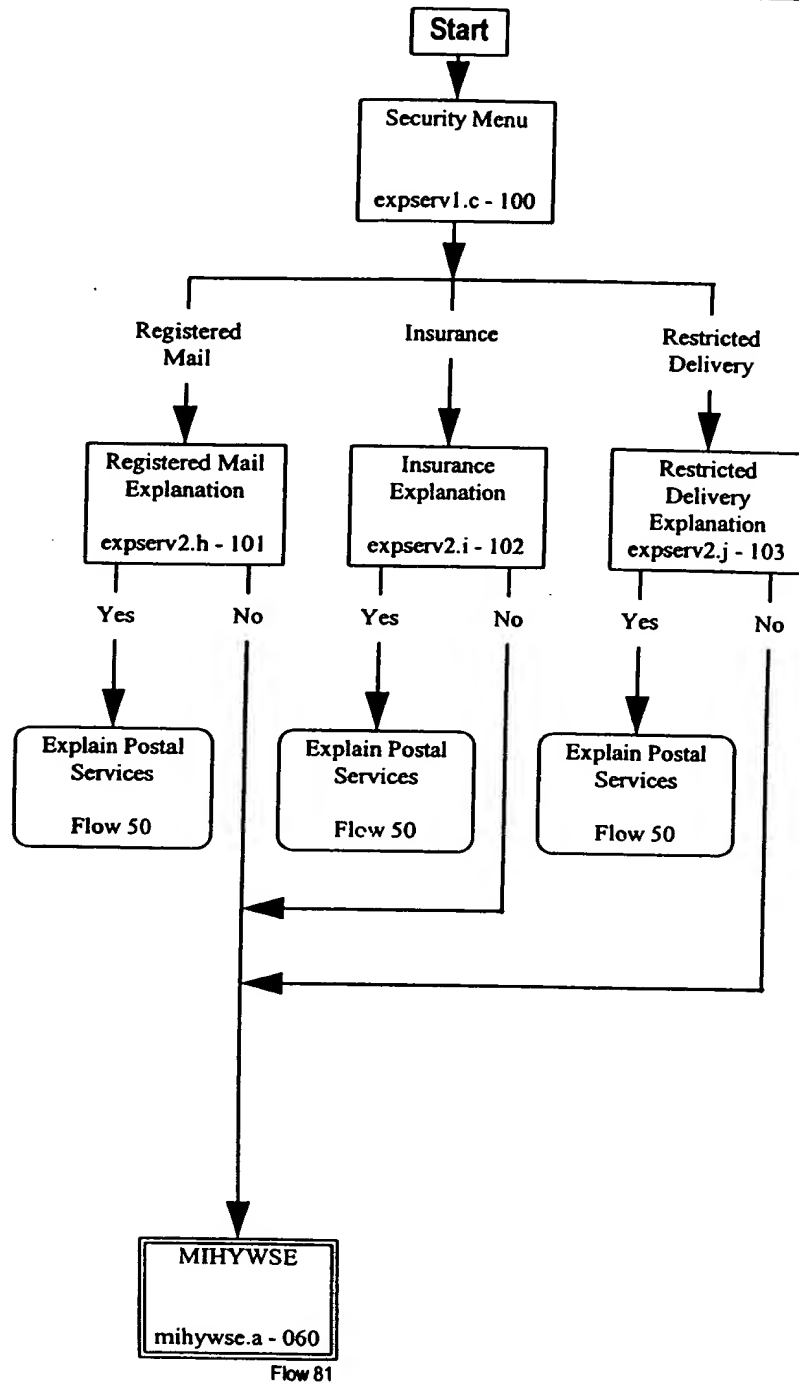


Fig 95

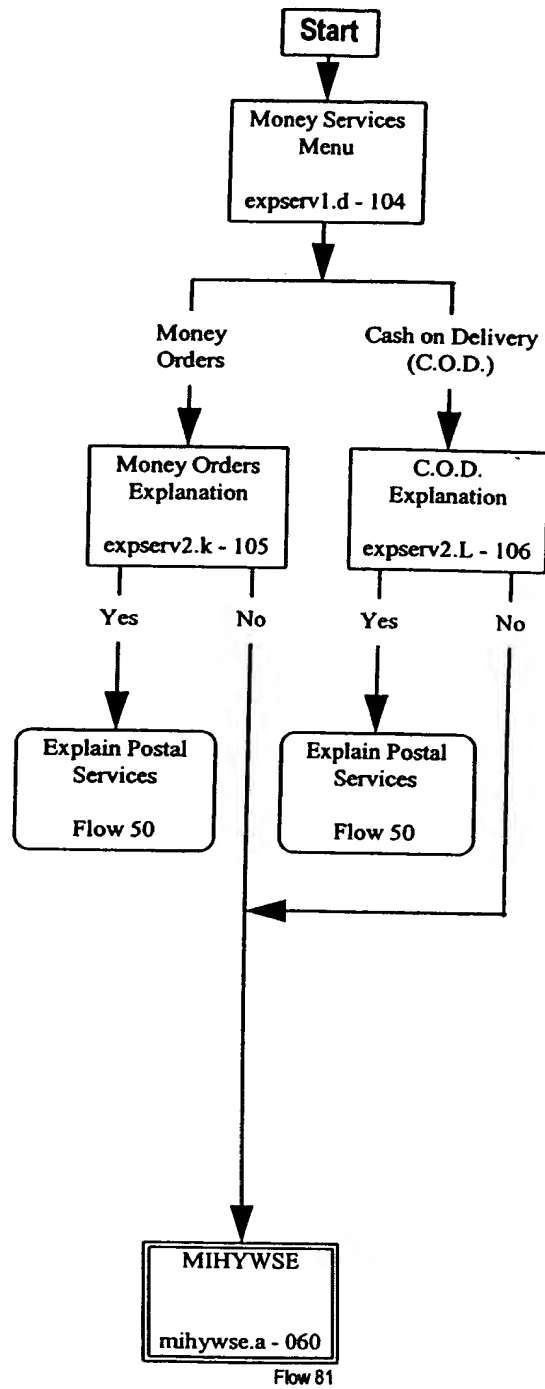


Fig 96

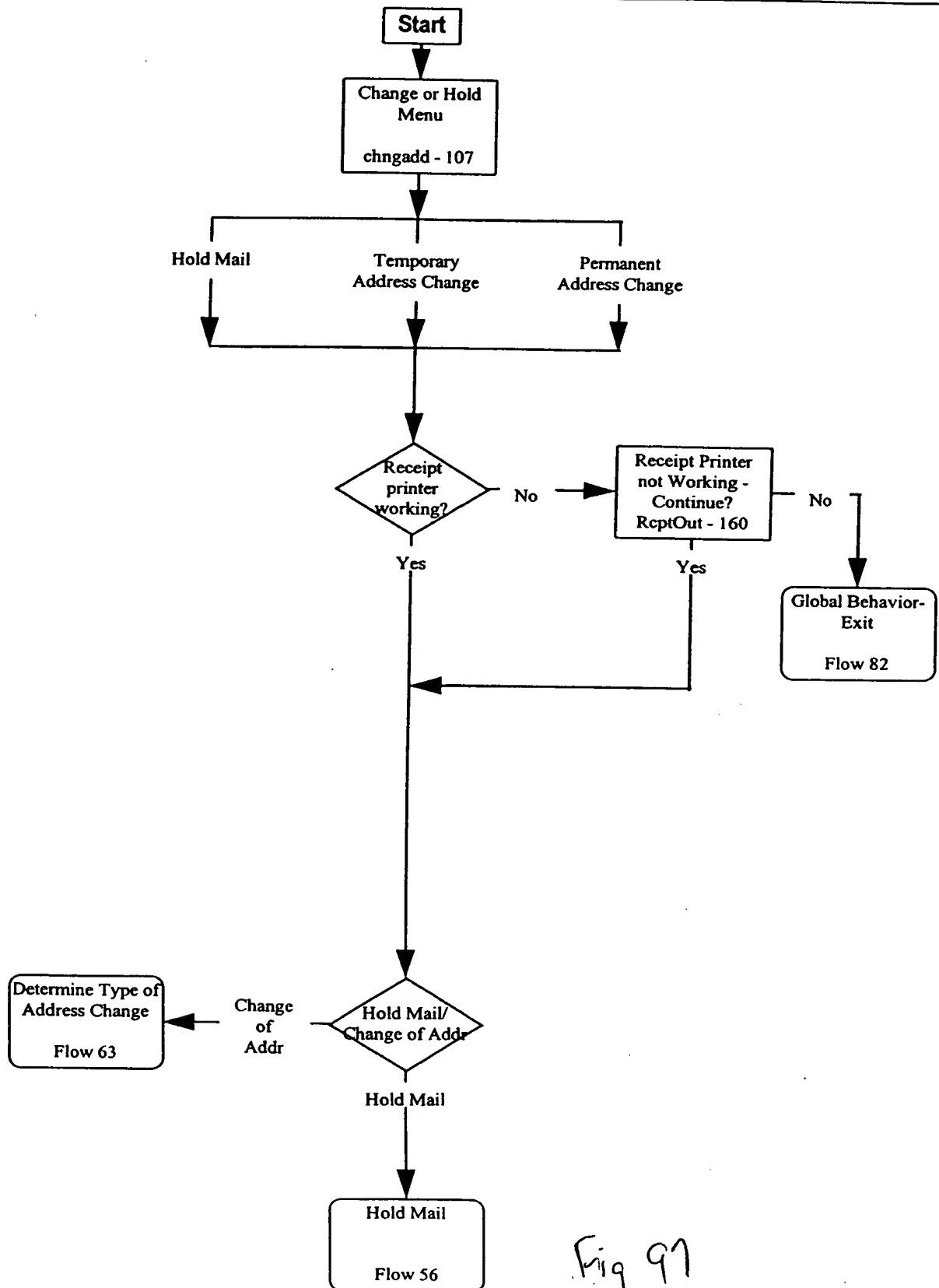


Fig 97

Source Flows: 55

Hold Mail - Flow 56

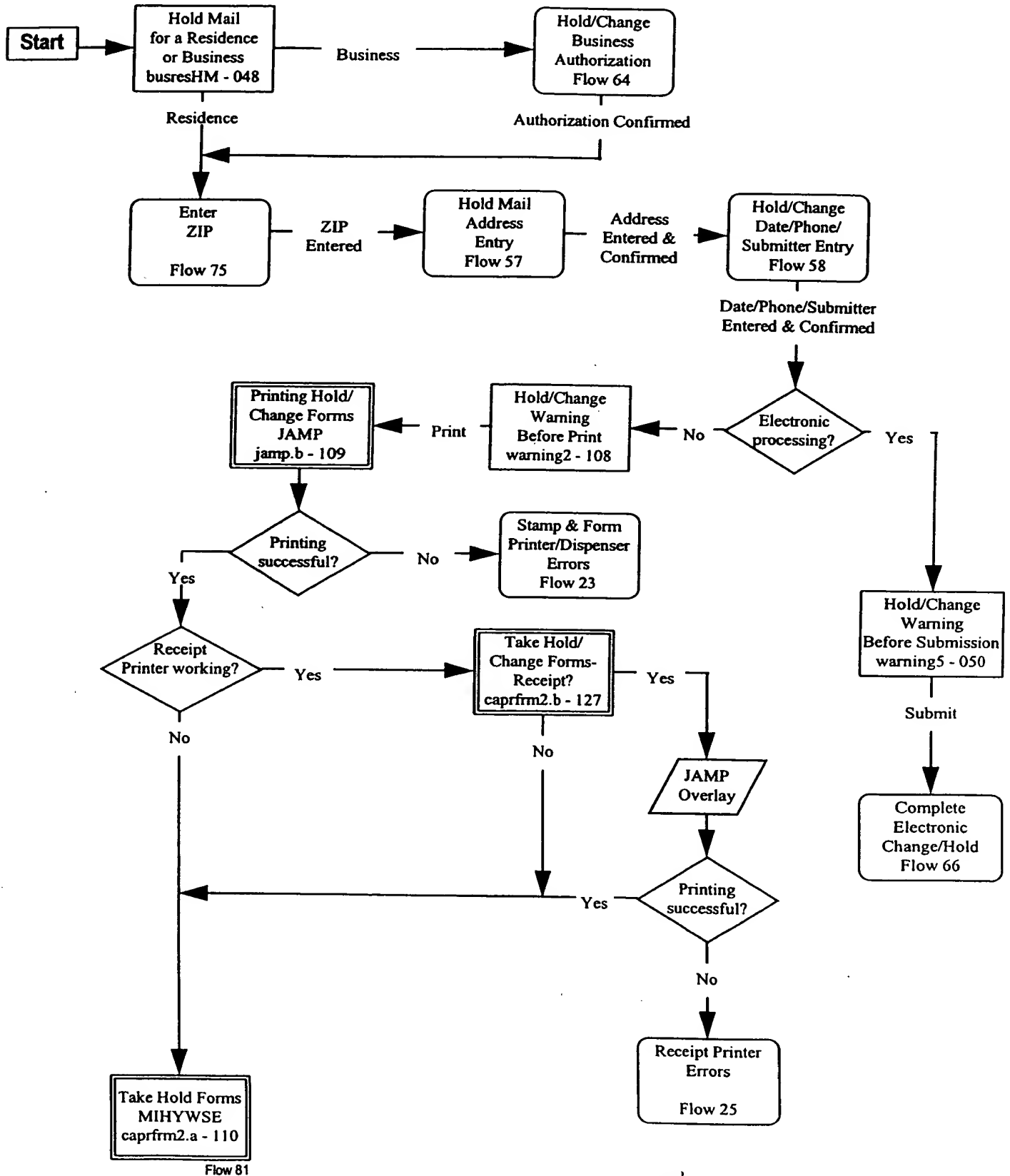


Fig 98

Source Flows: 56

Hold Mail Address Entry - Flow 57

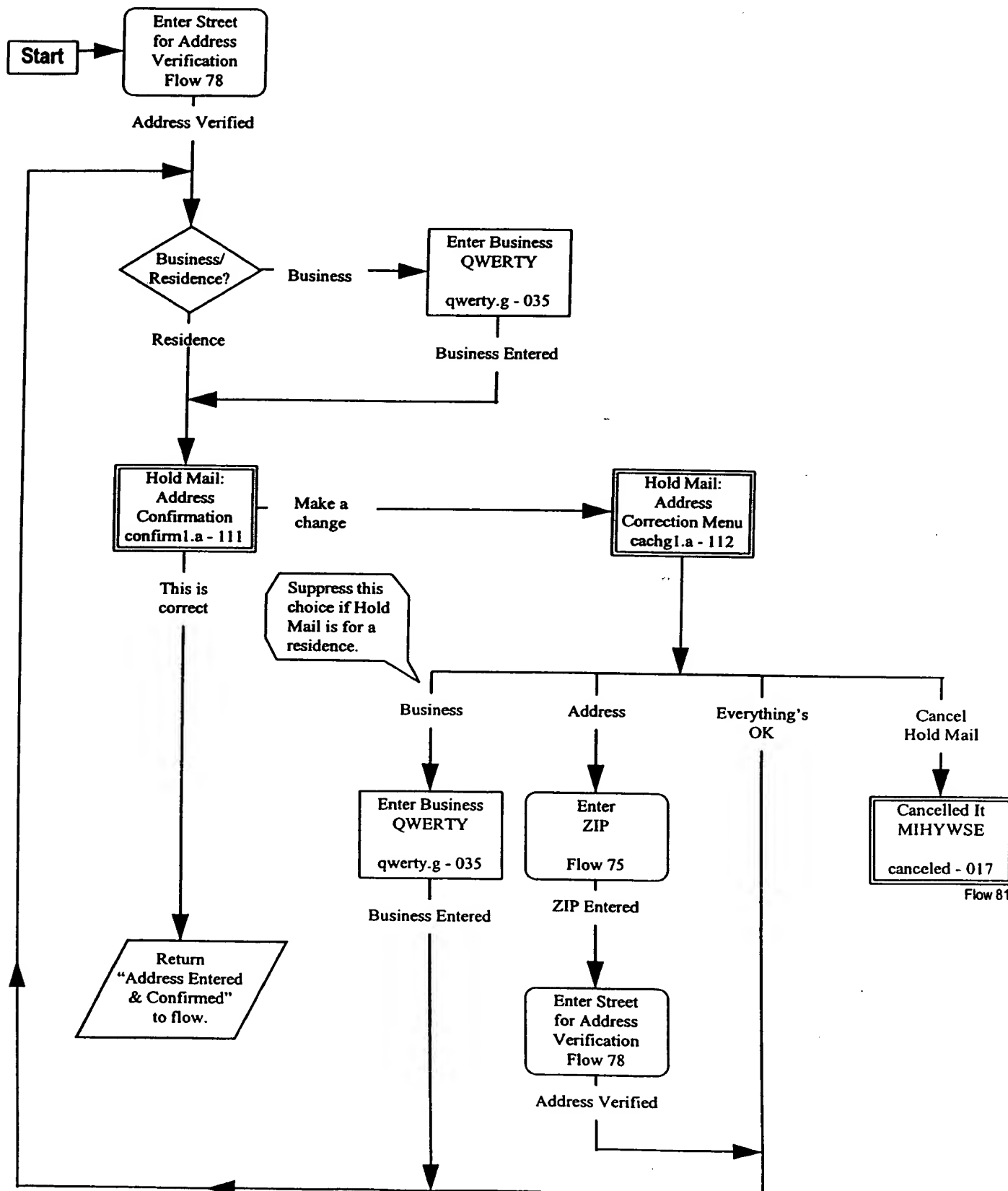


Fig 99

Source Flows: 56, 65

Hold/Change: Date/Phone/Submitter Entry - Flow 58

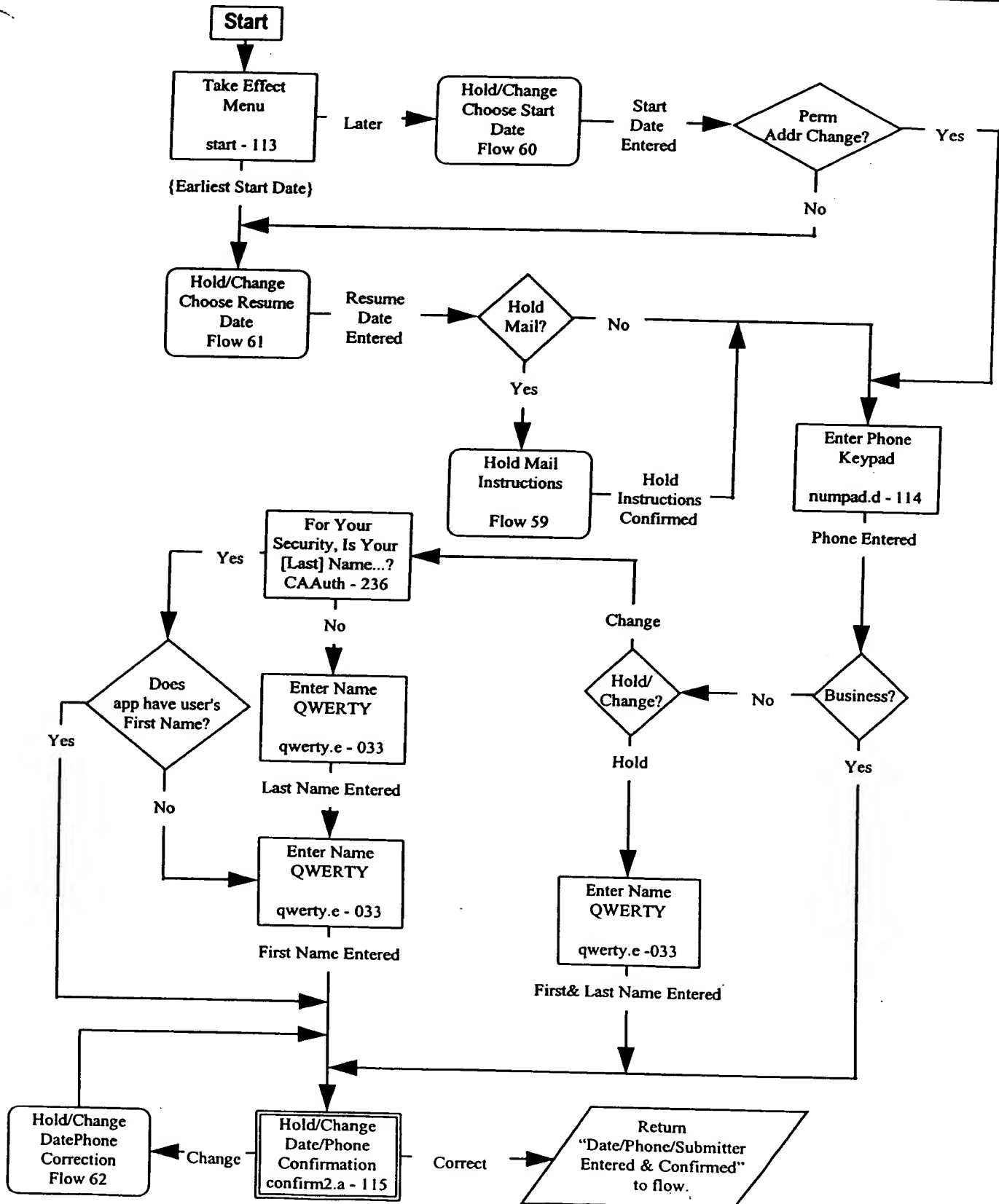


Fig 100

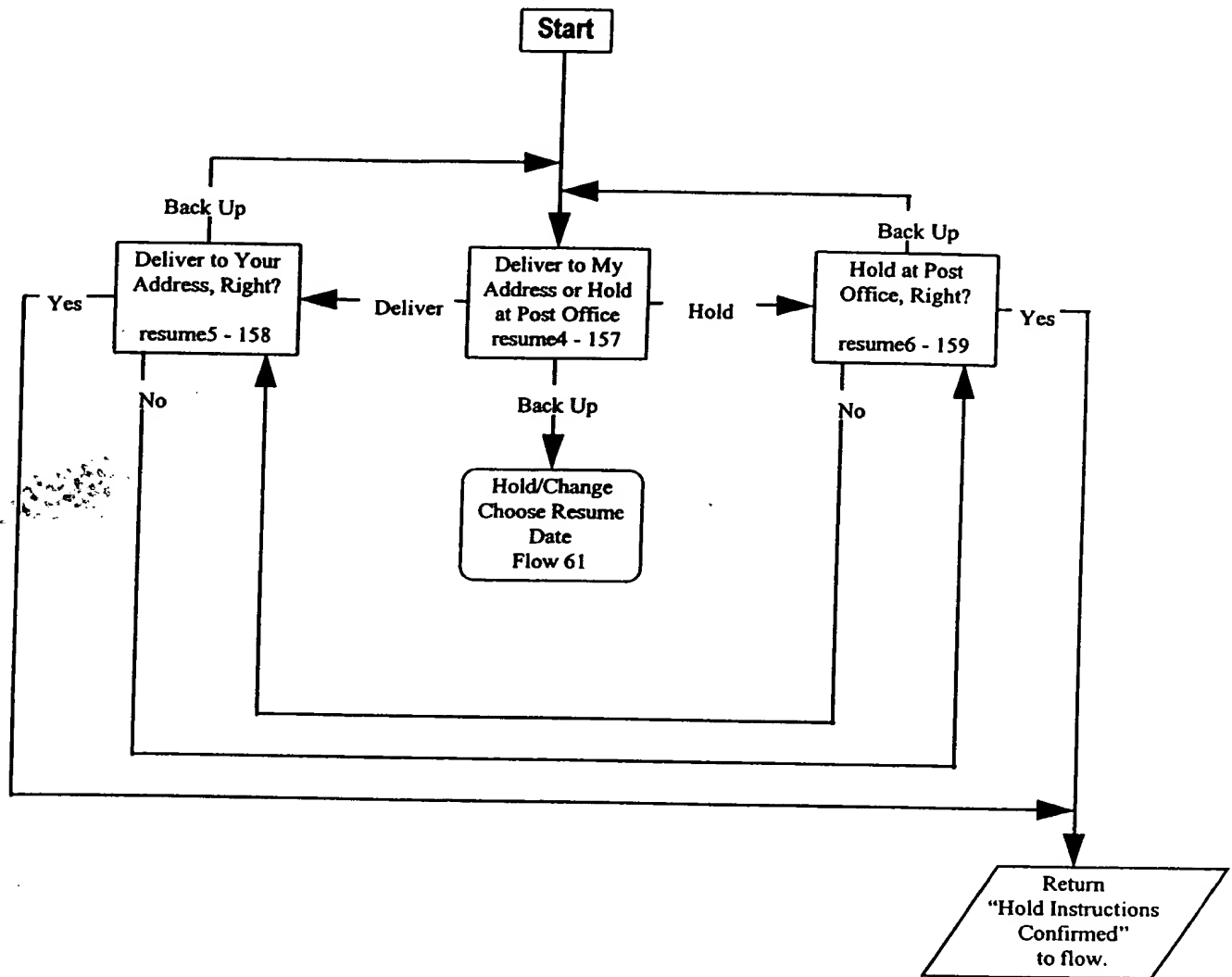


Fig 101

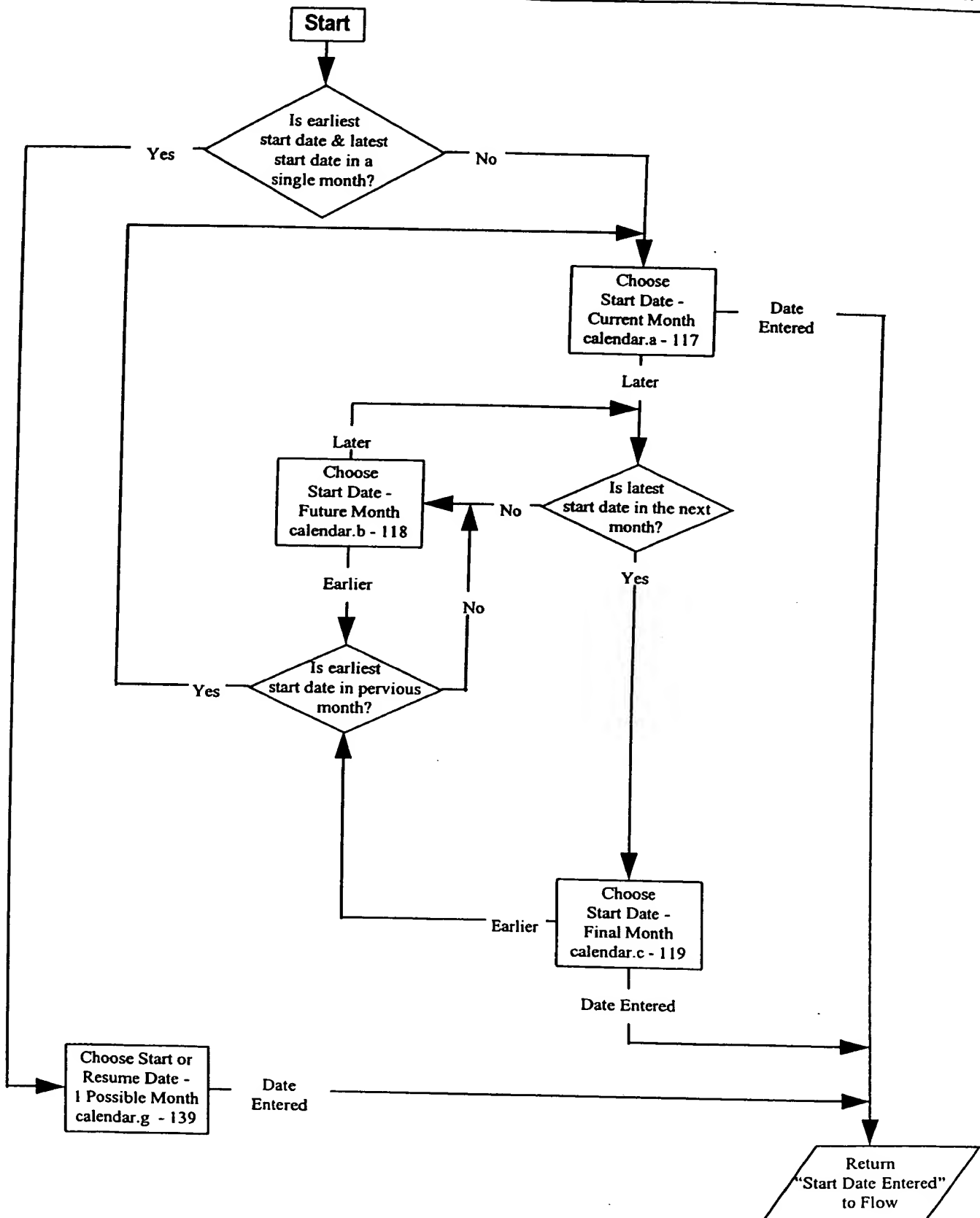
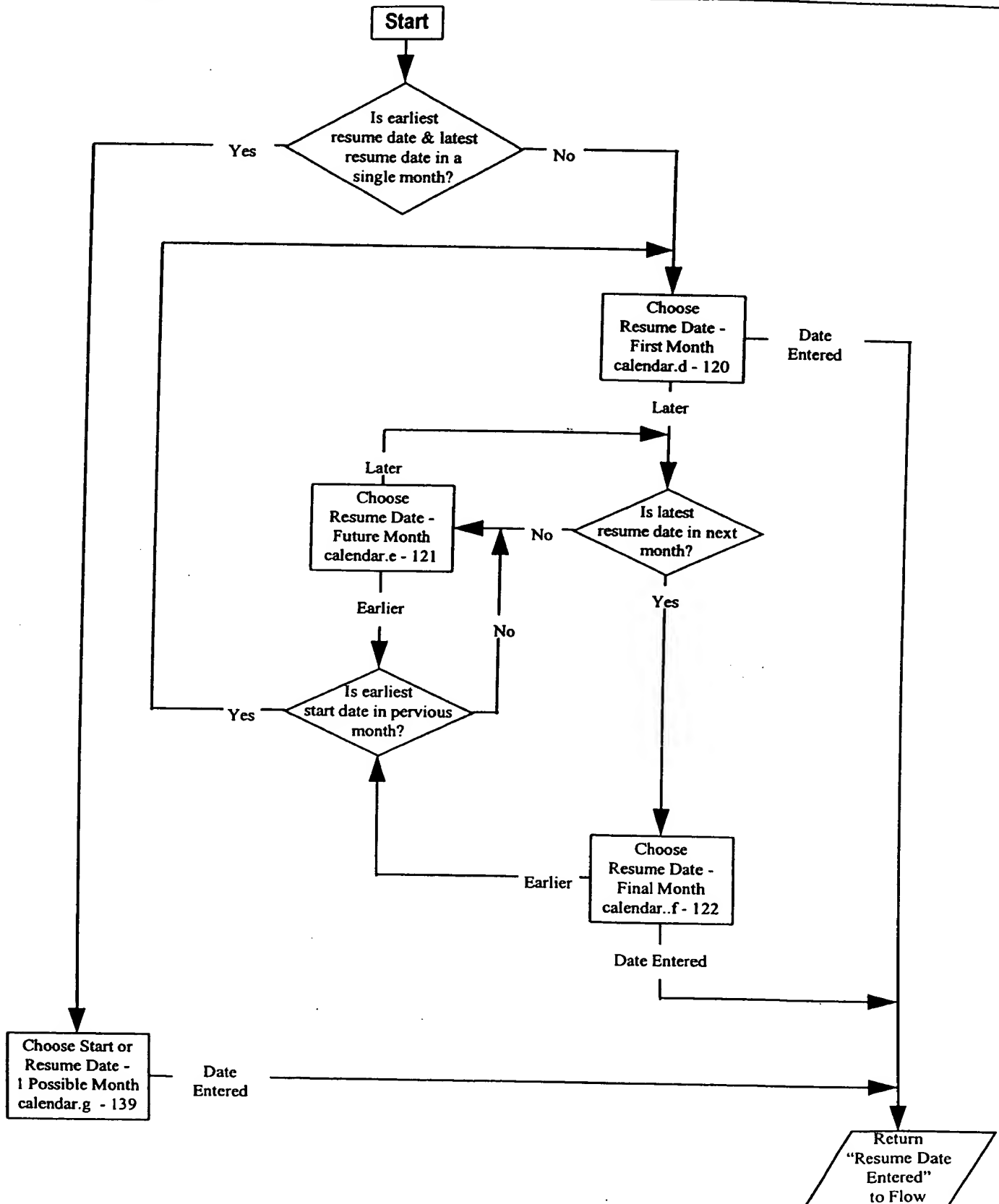


Fig 182



Source Flows: 58

Hold/Change: Date/Phone Correction - Flow 62

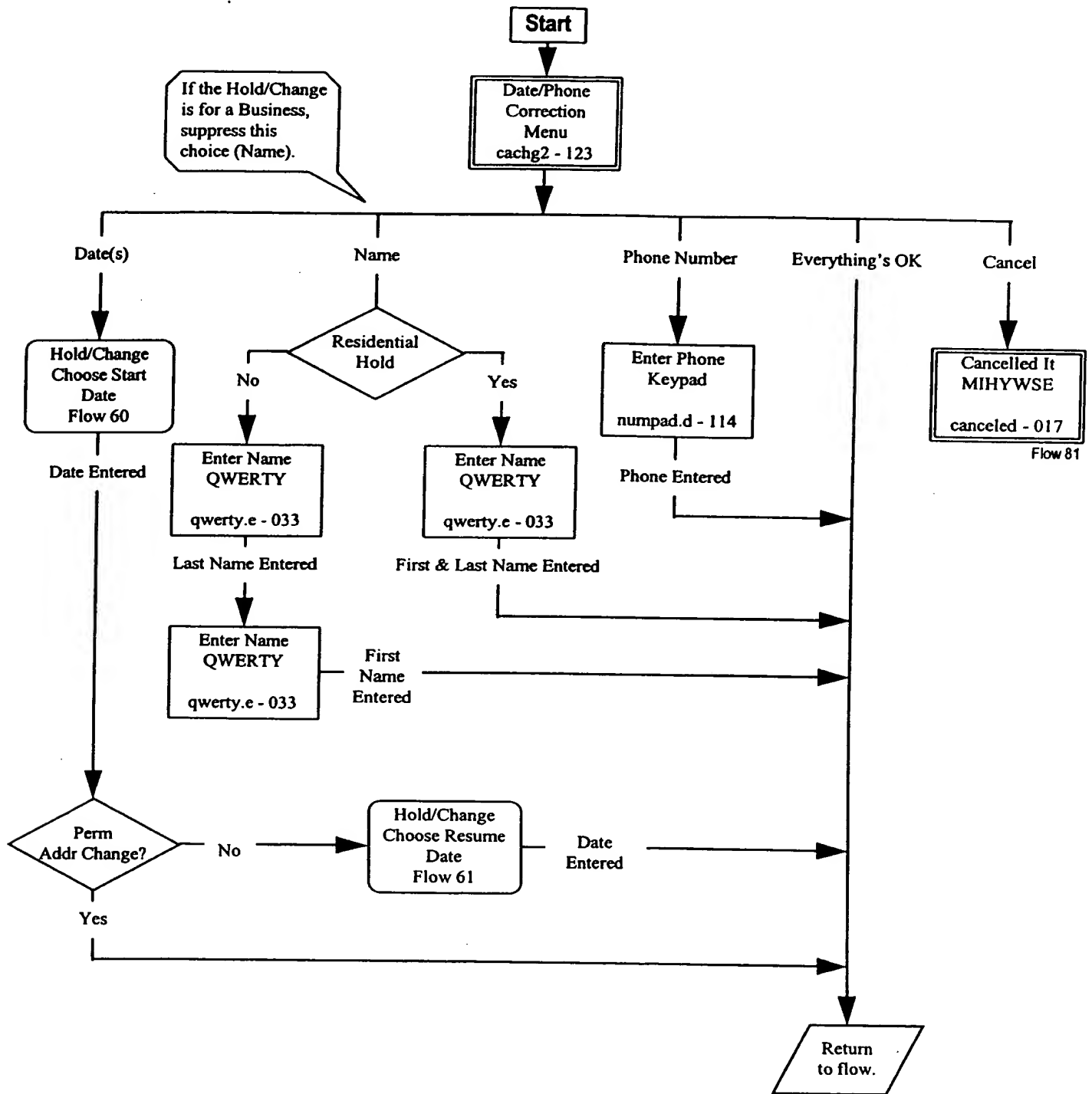


Fig 104

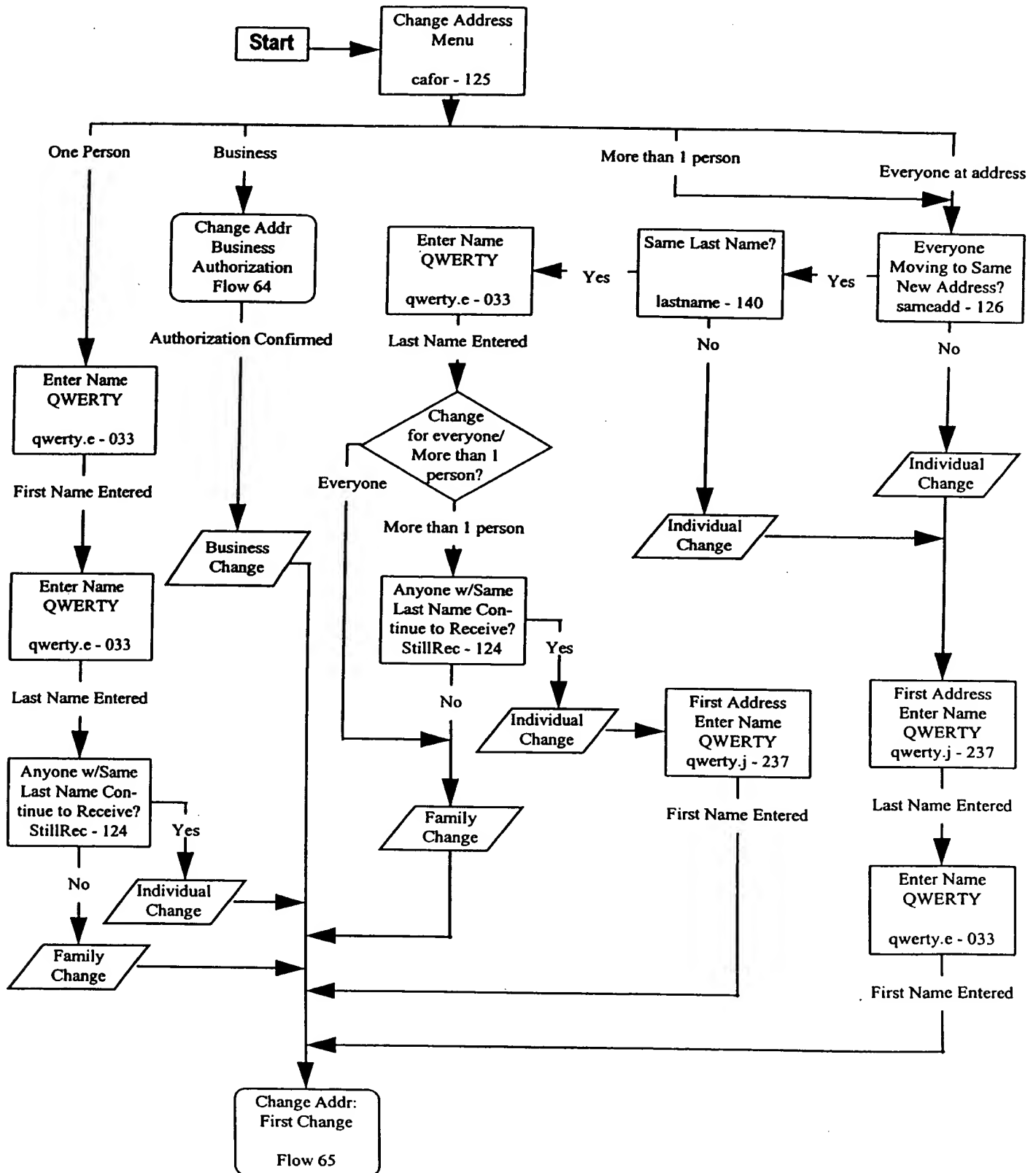


Fig 105

Source Flows: 56, 63

Hold/Change: Business Authorization - Flow 64

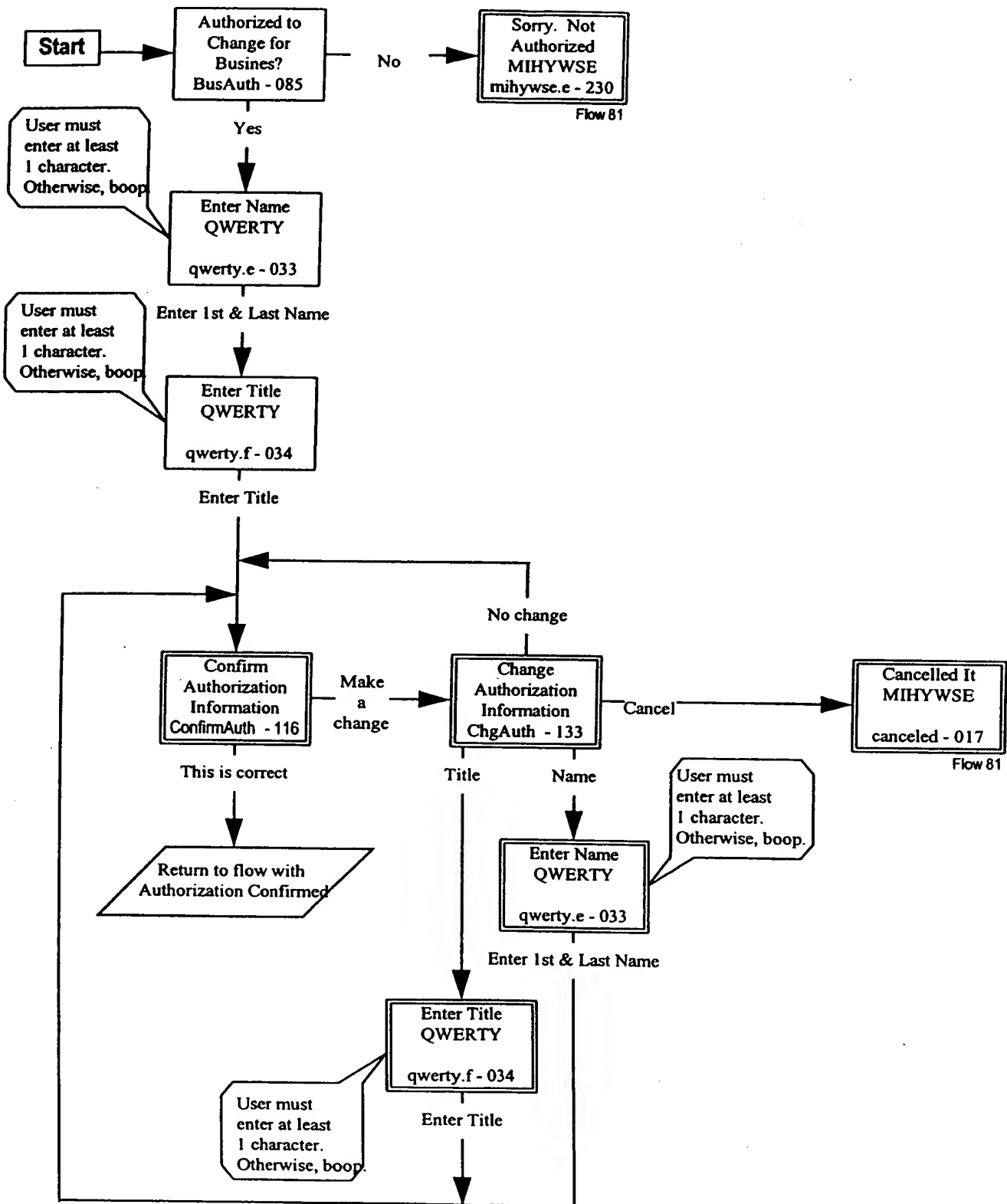


Fig 106

Source Flows: 63, 67

Change Addr: First Change - Flow 65

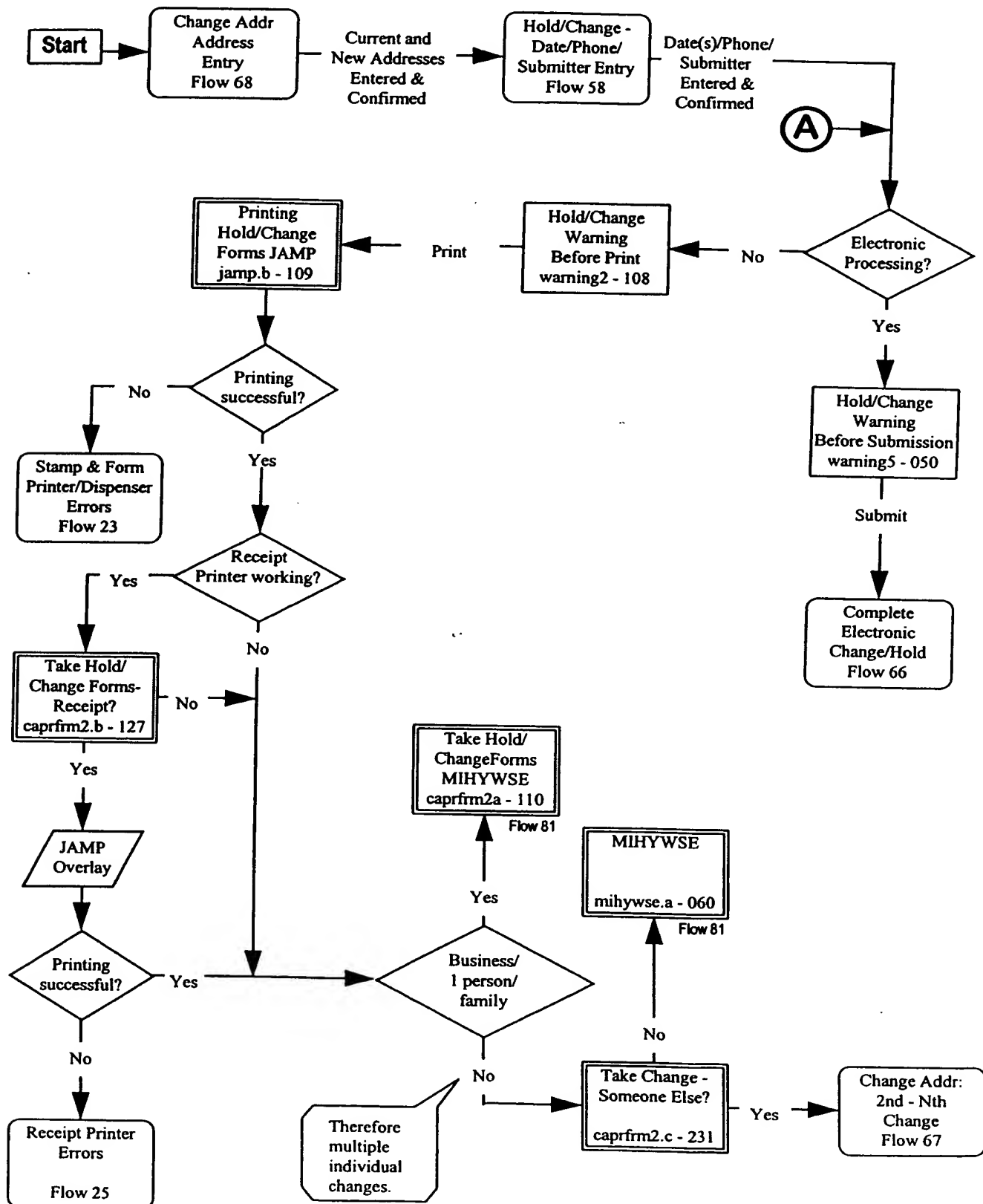


Fig 107

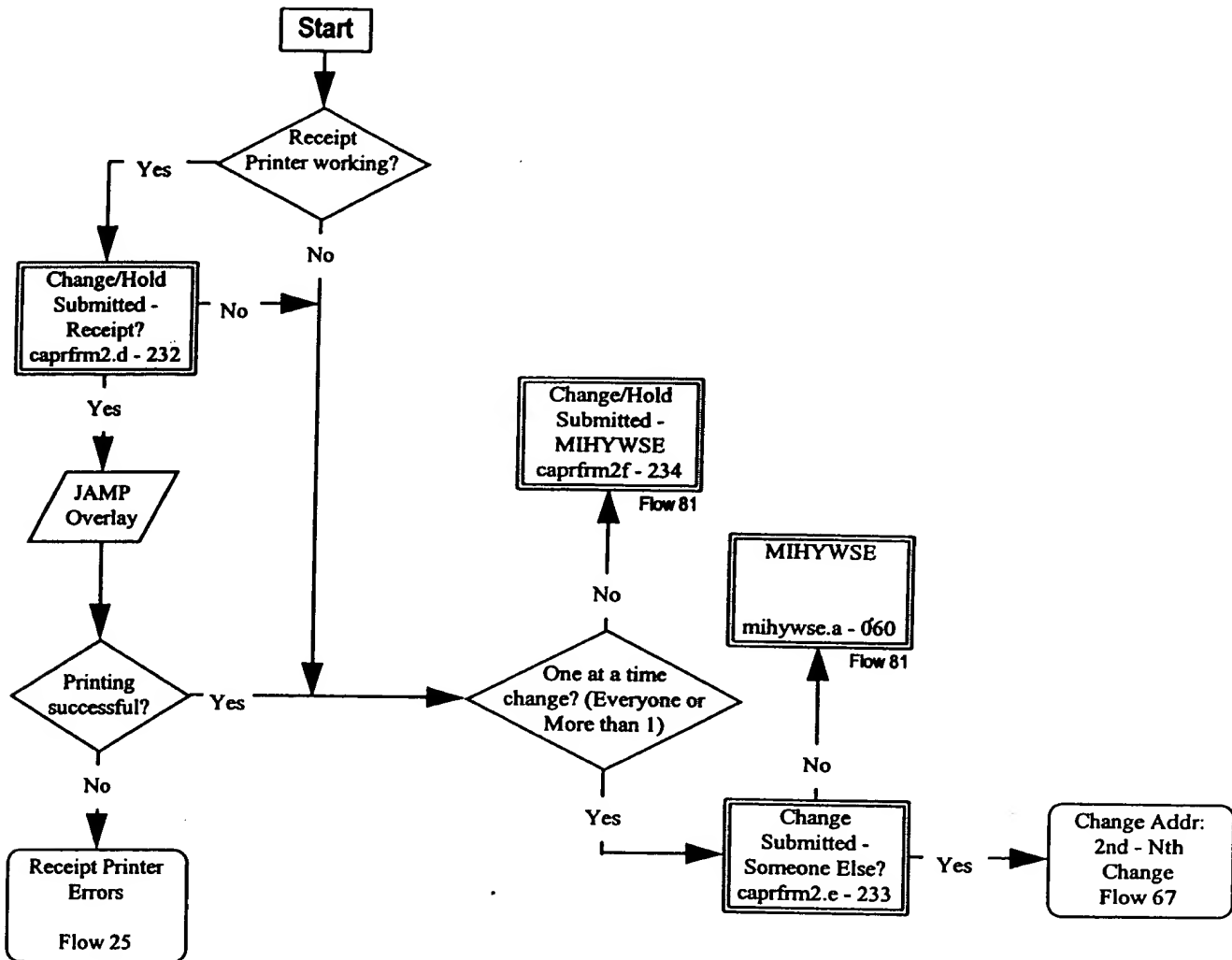
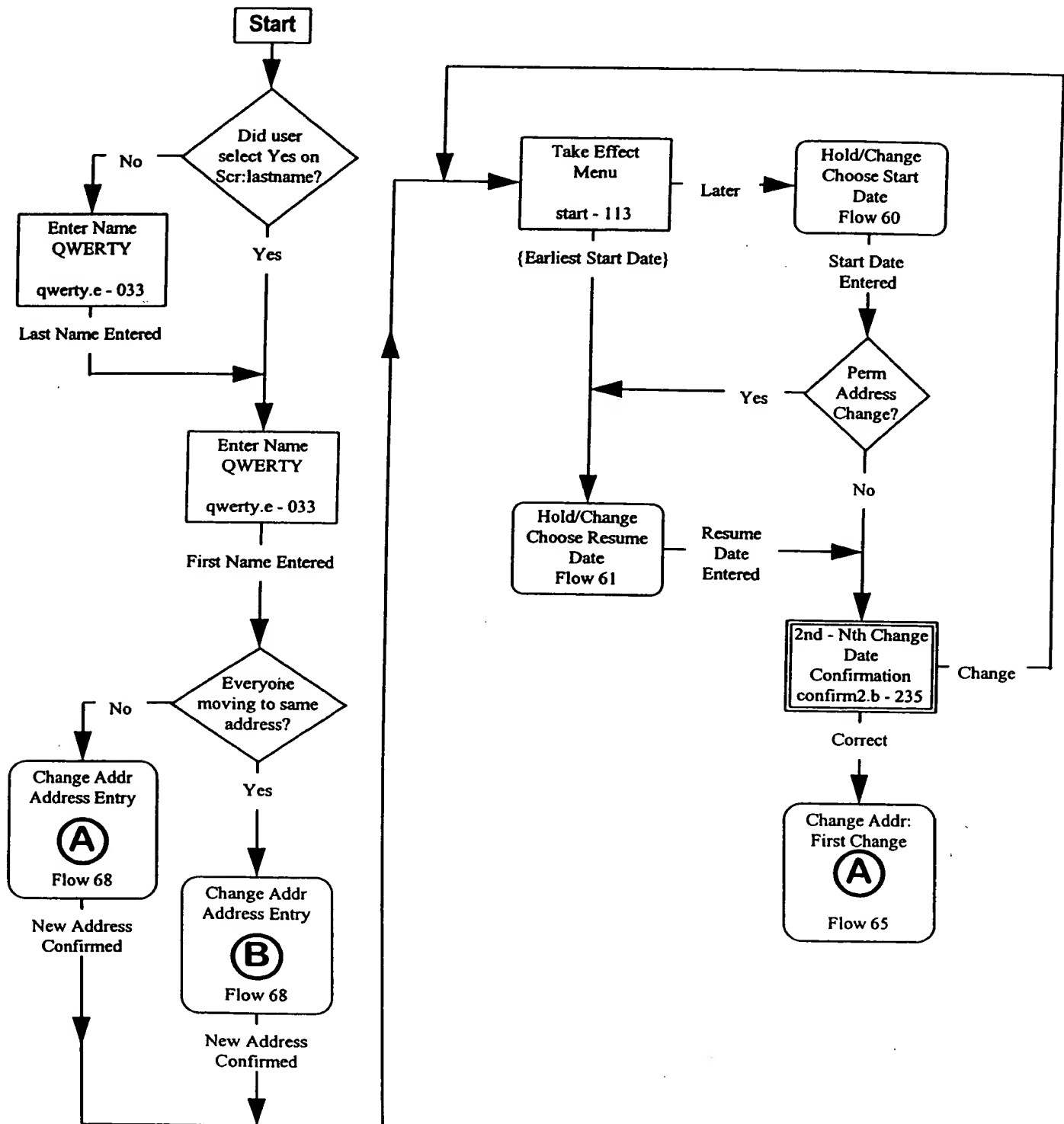


Fig 108



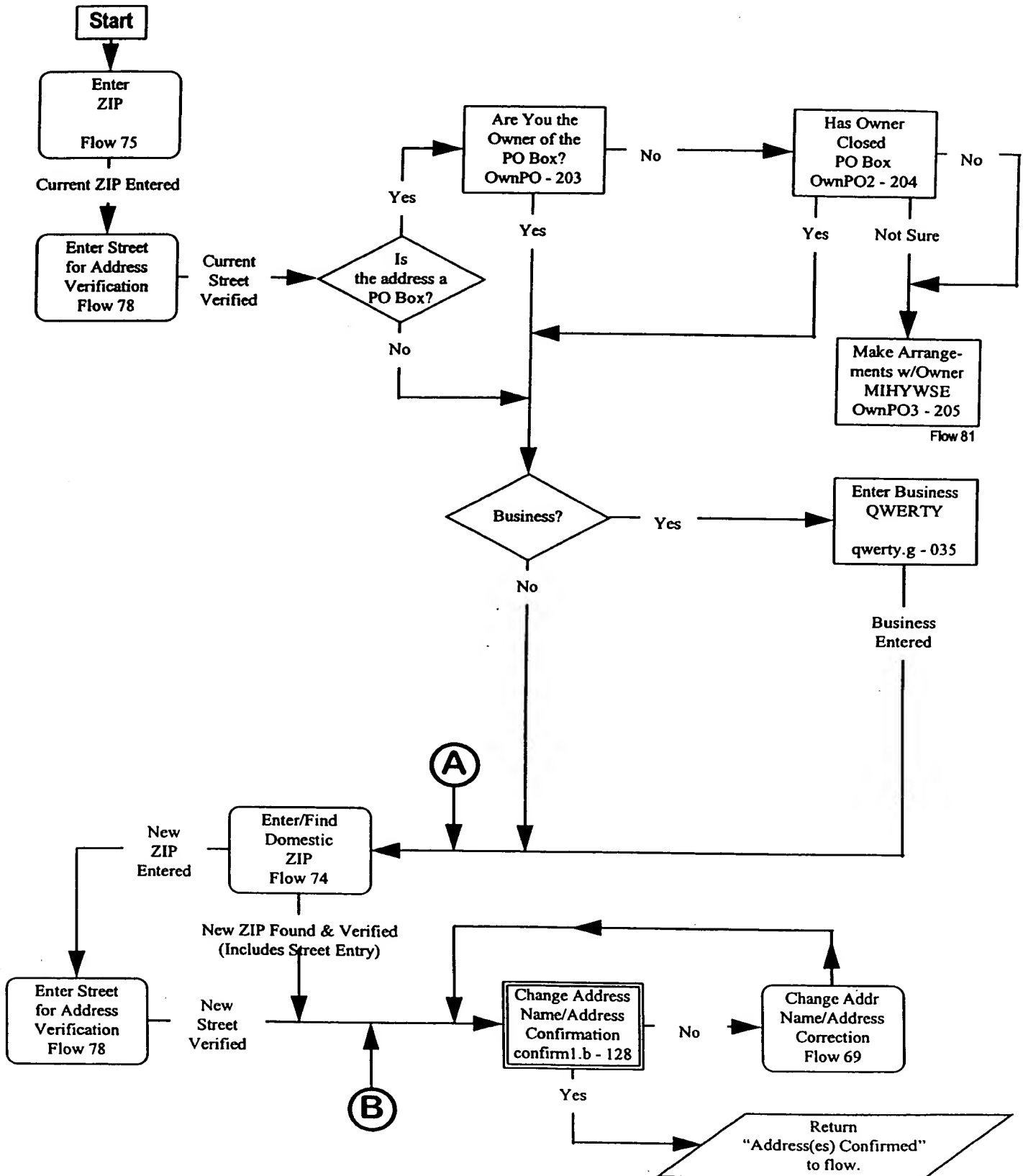


Fig 110

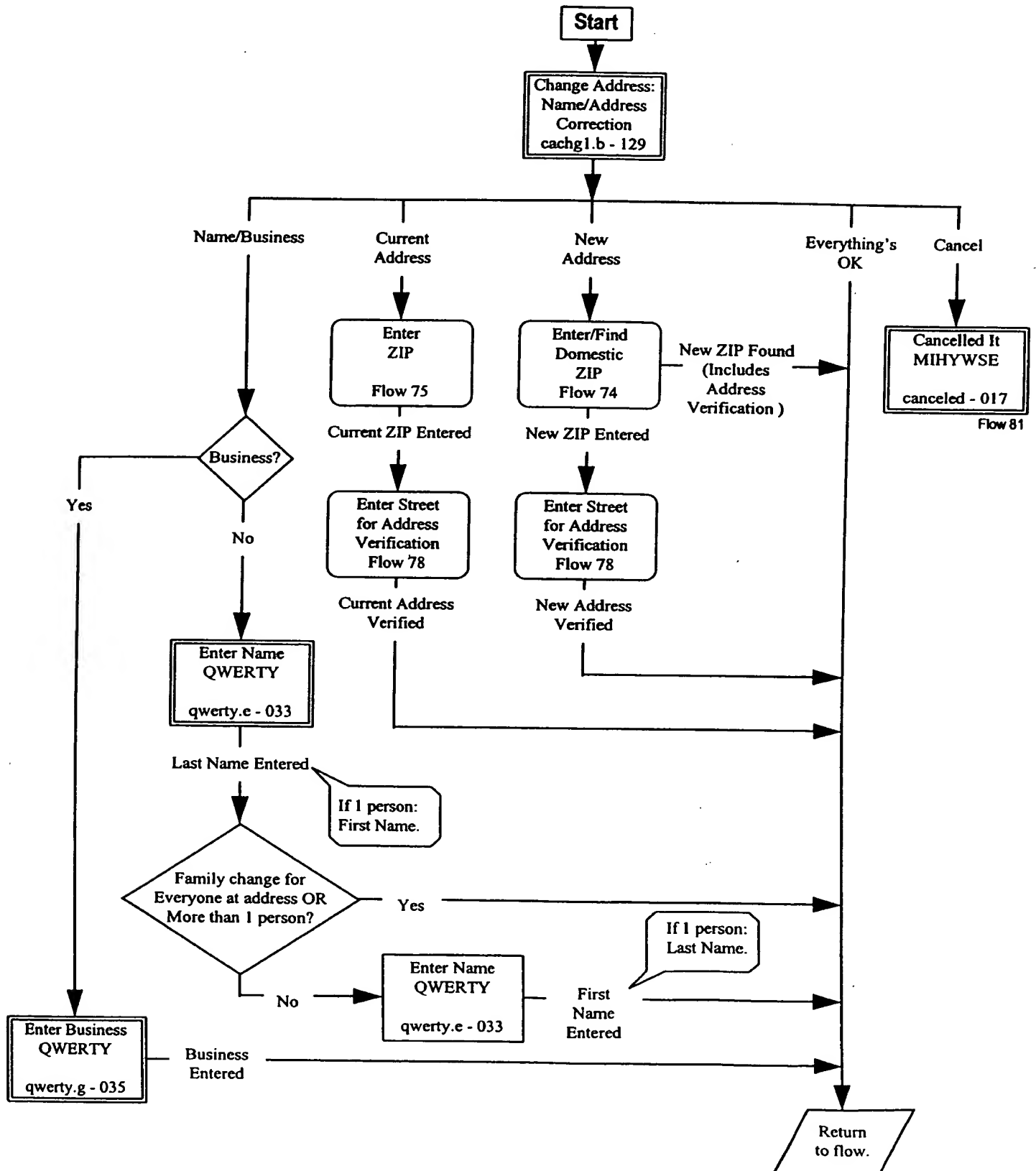
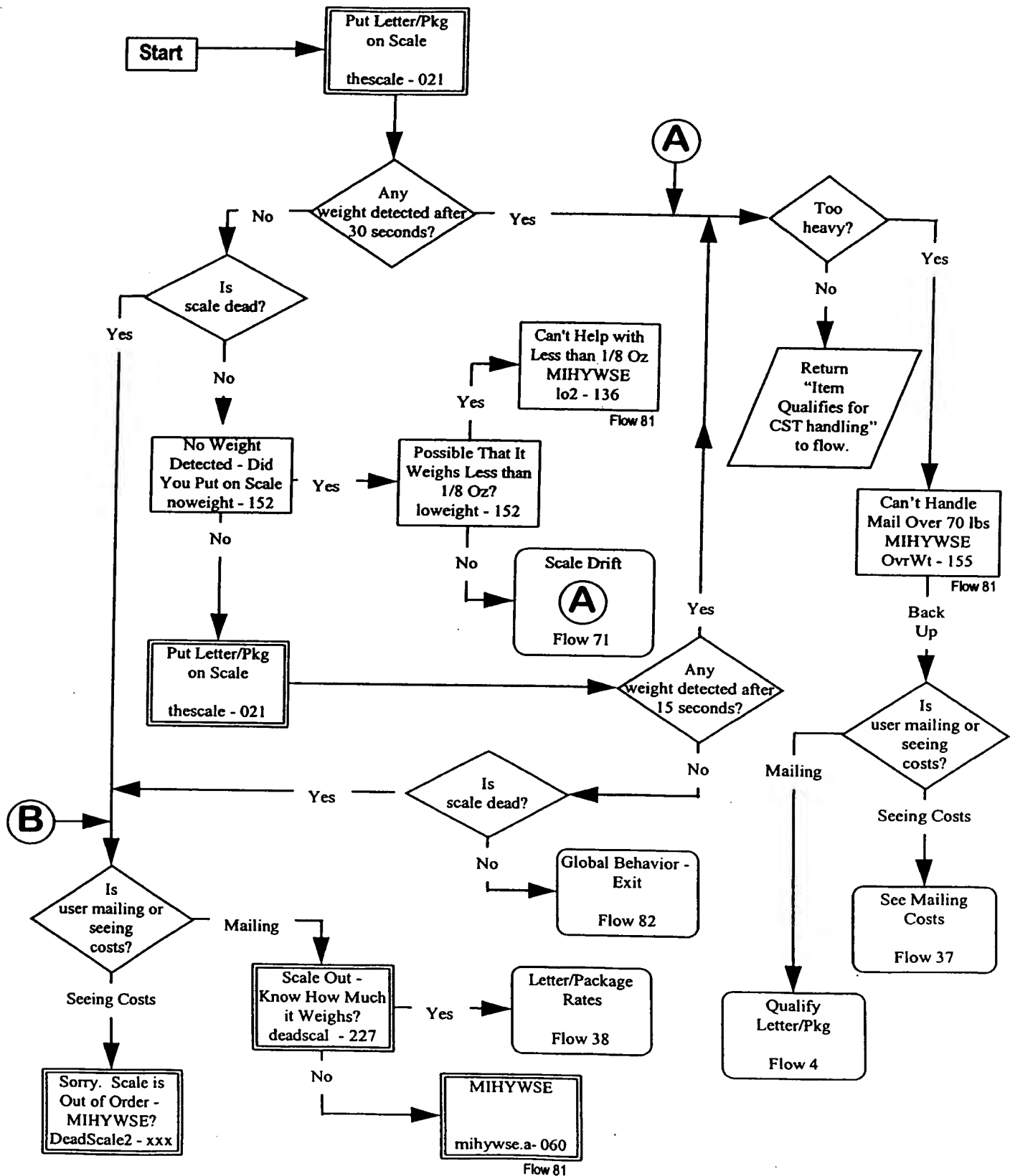


Fig 111



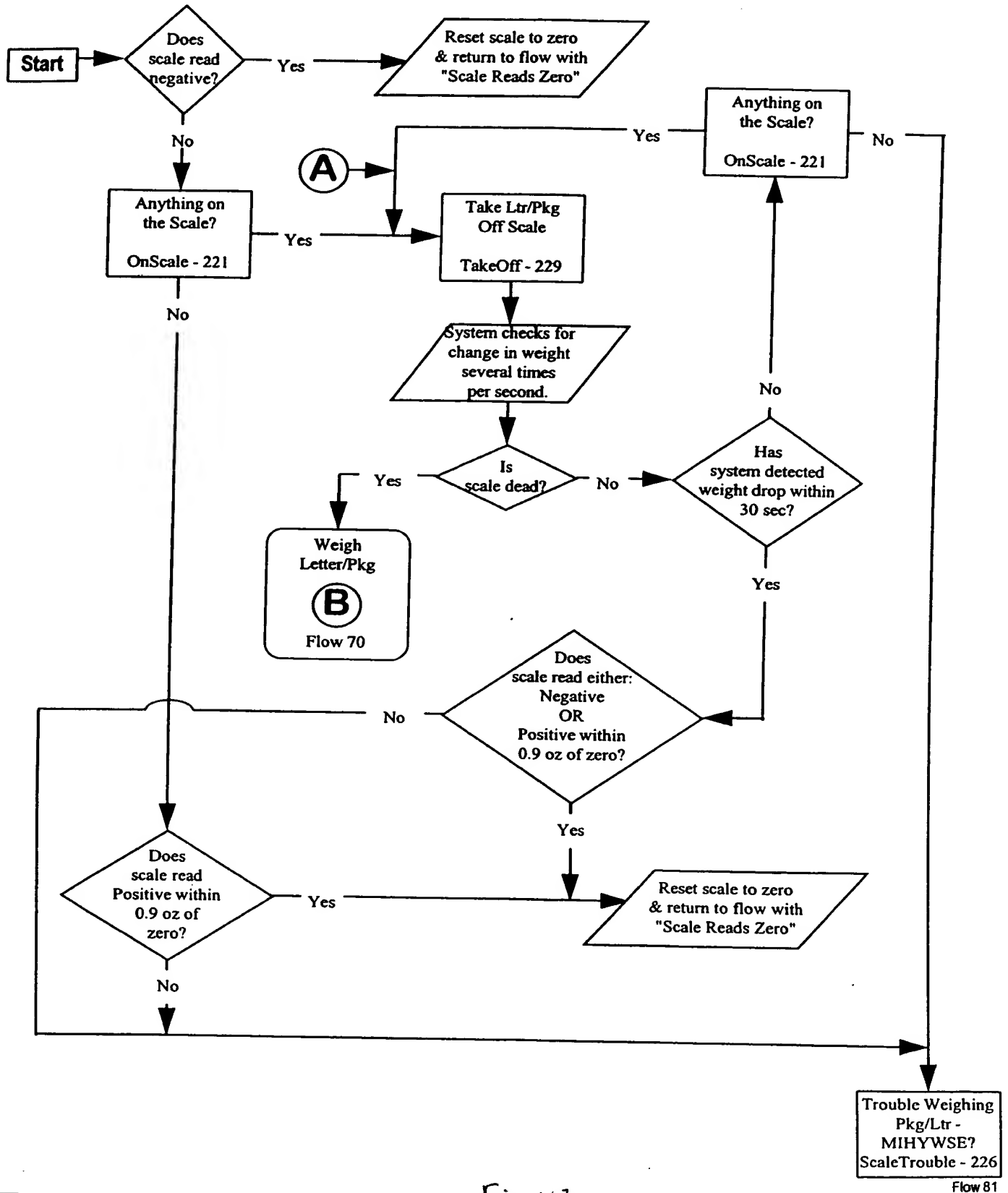
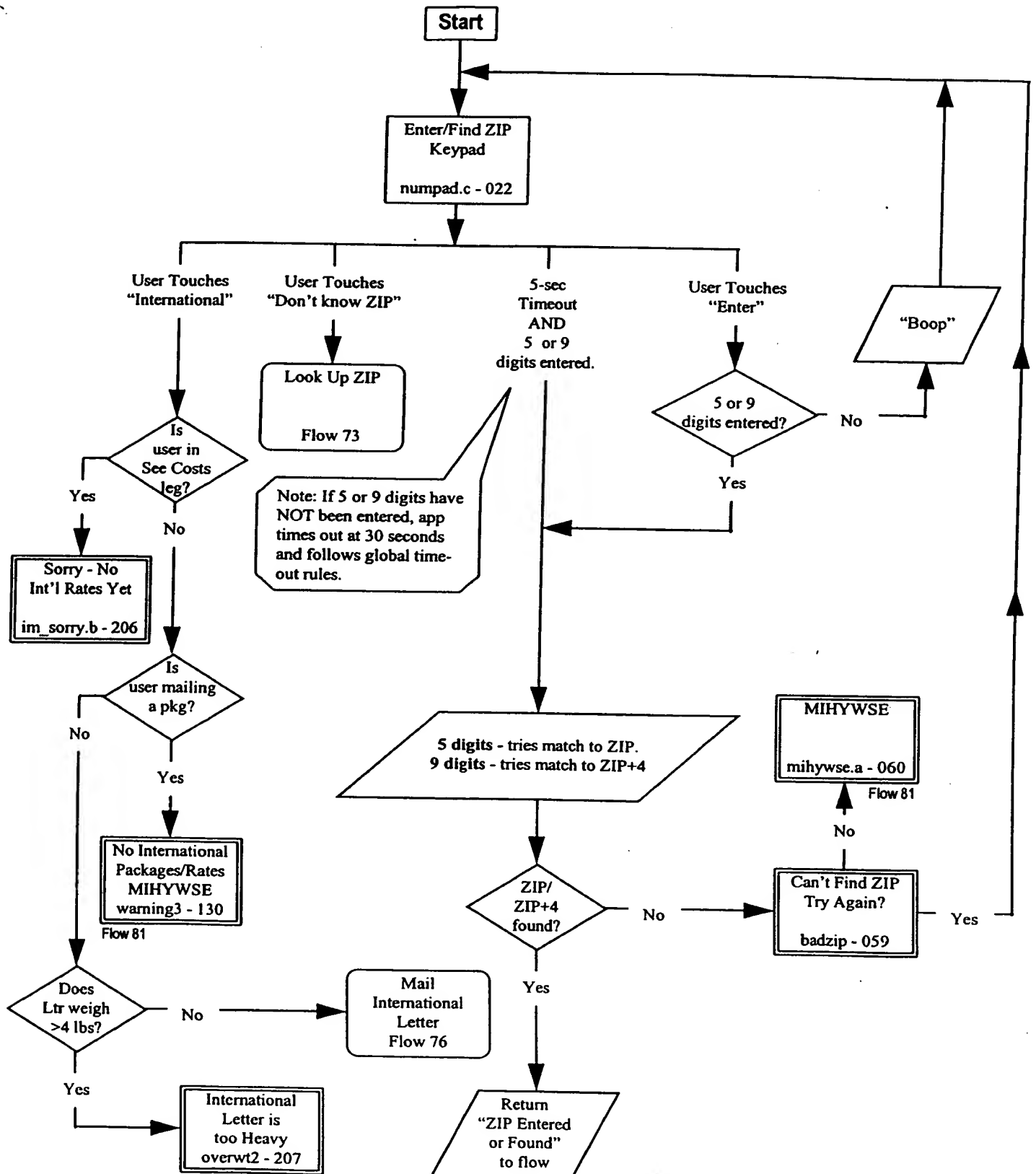


Fig 113



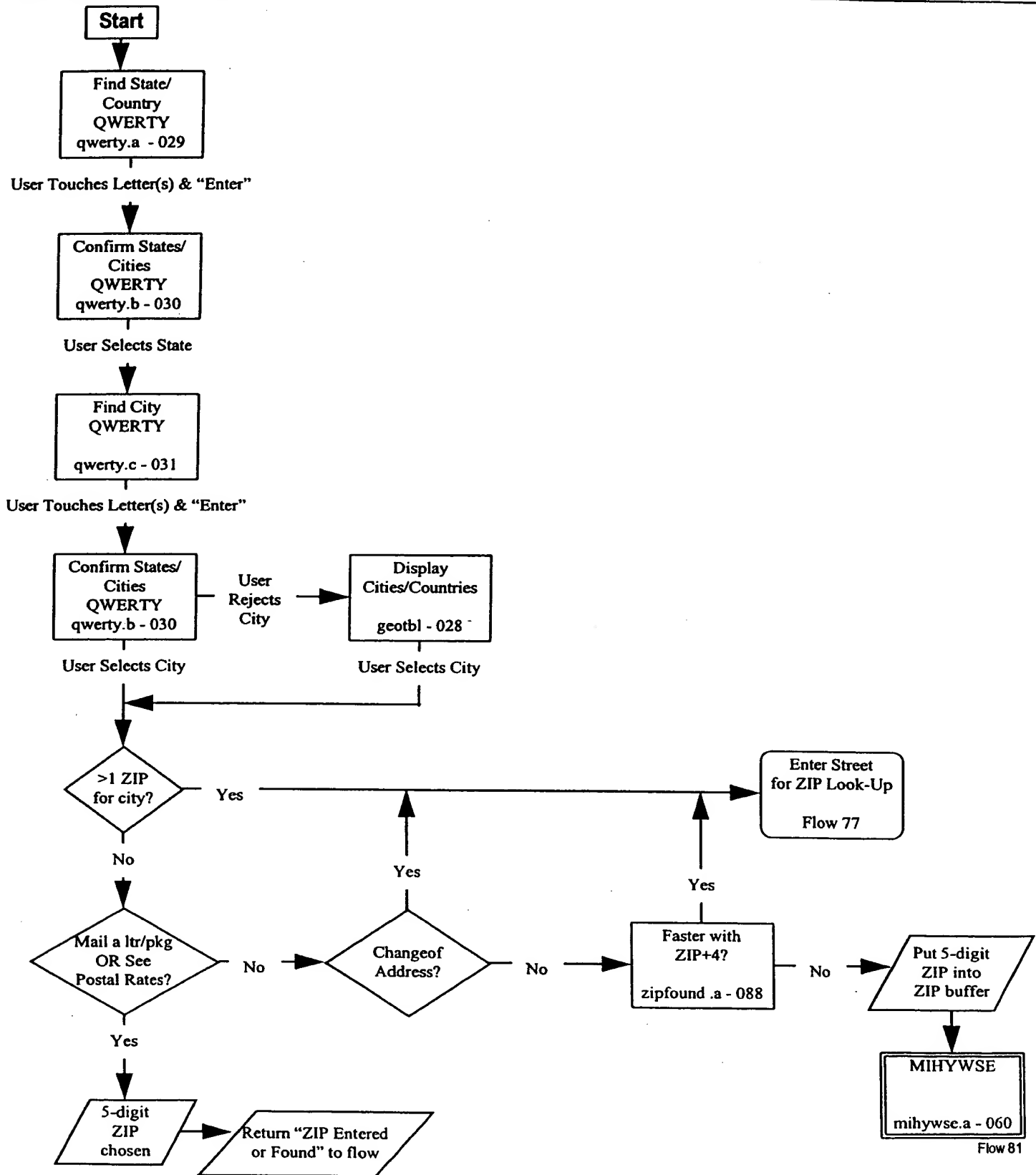


Fig 115

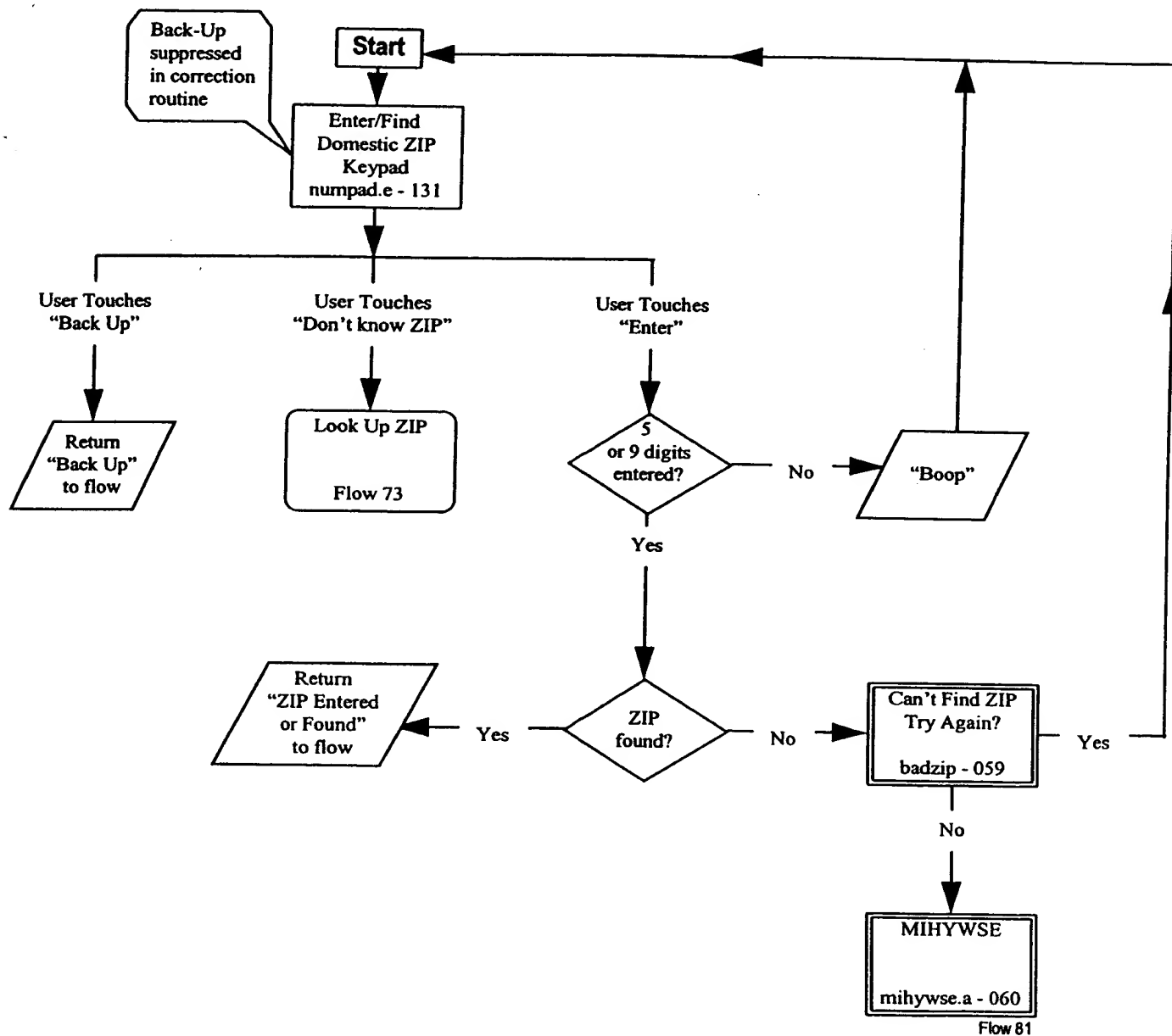


Fig 116

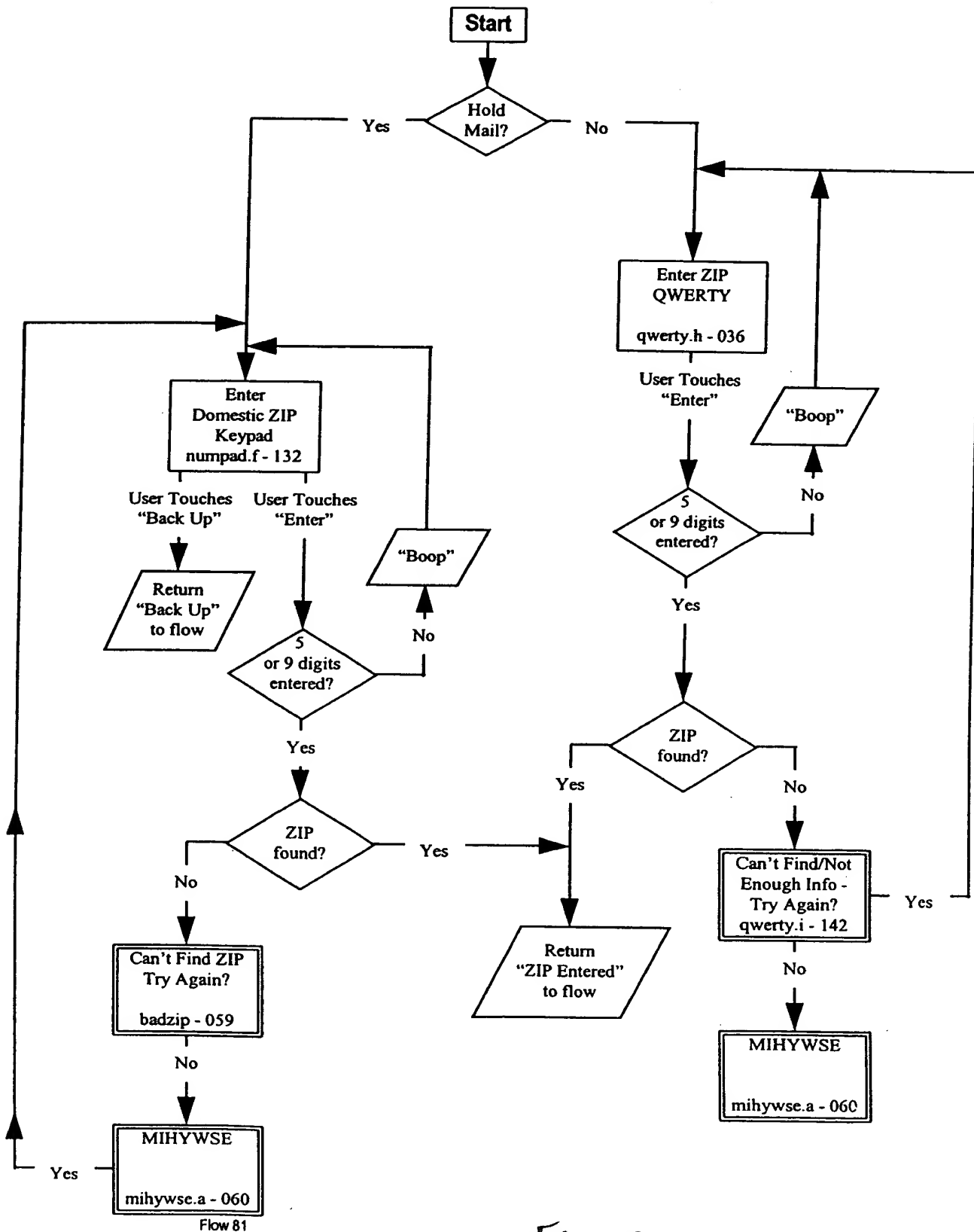


Fig 117

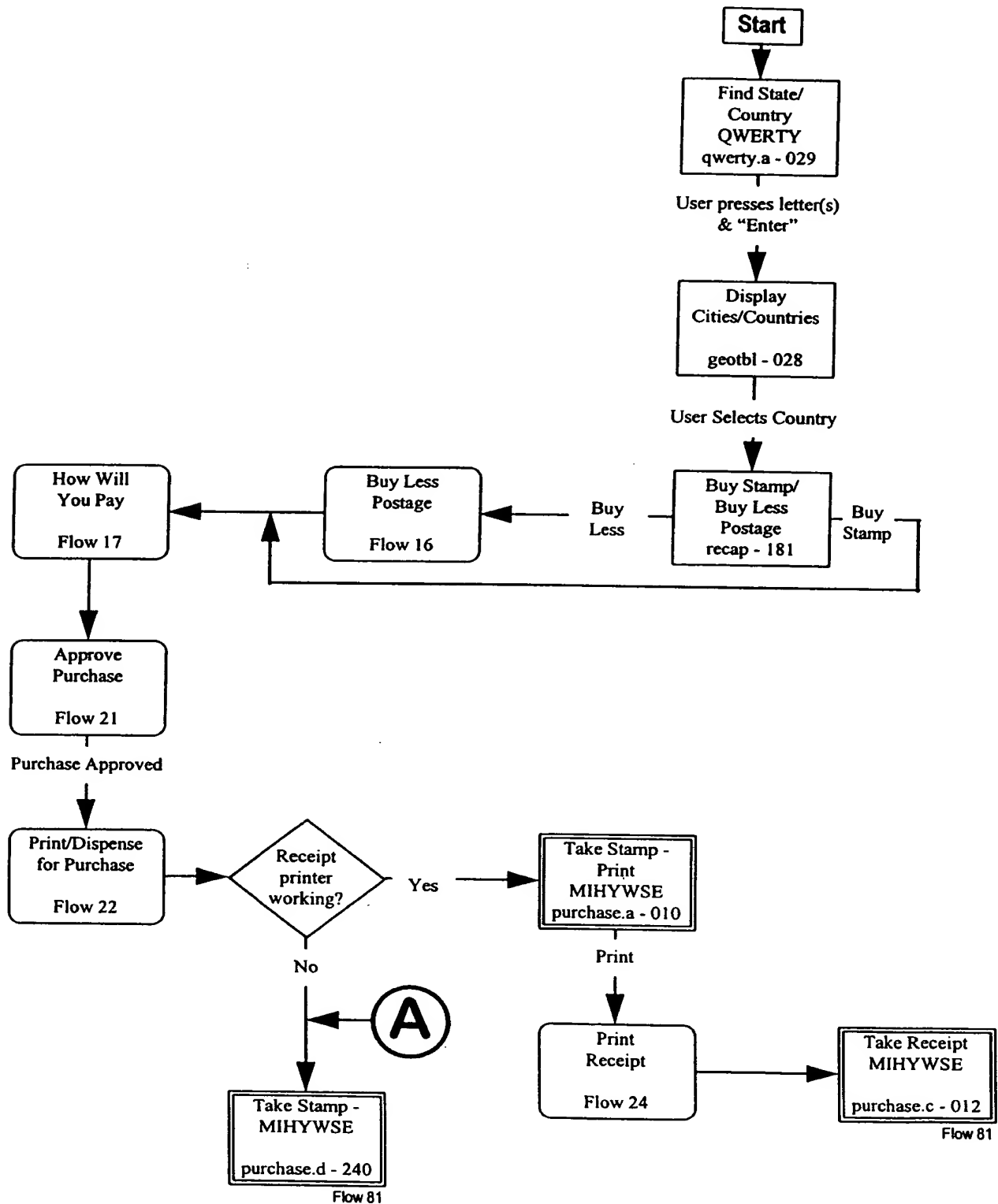


Fig 118

Source Flows: 73, 79

Enter Street for ZIP Look-Up - Flow 77

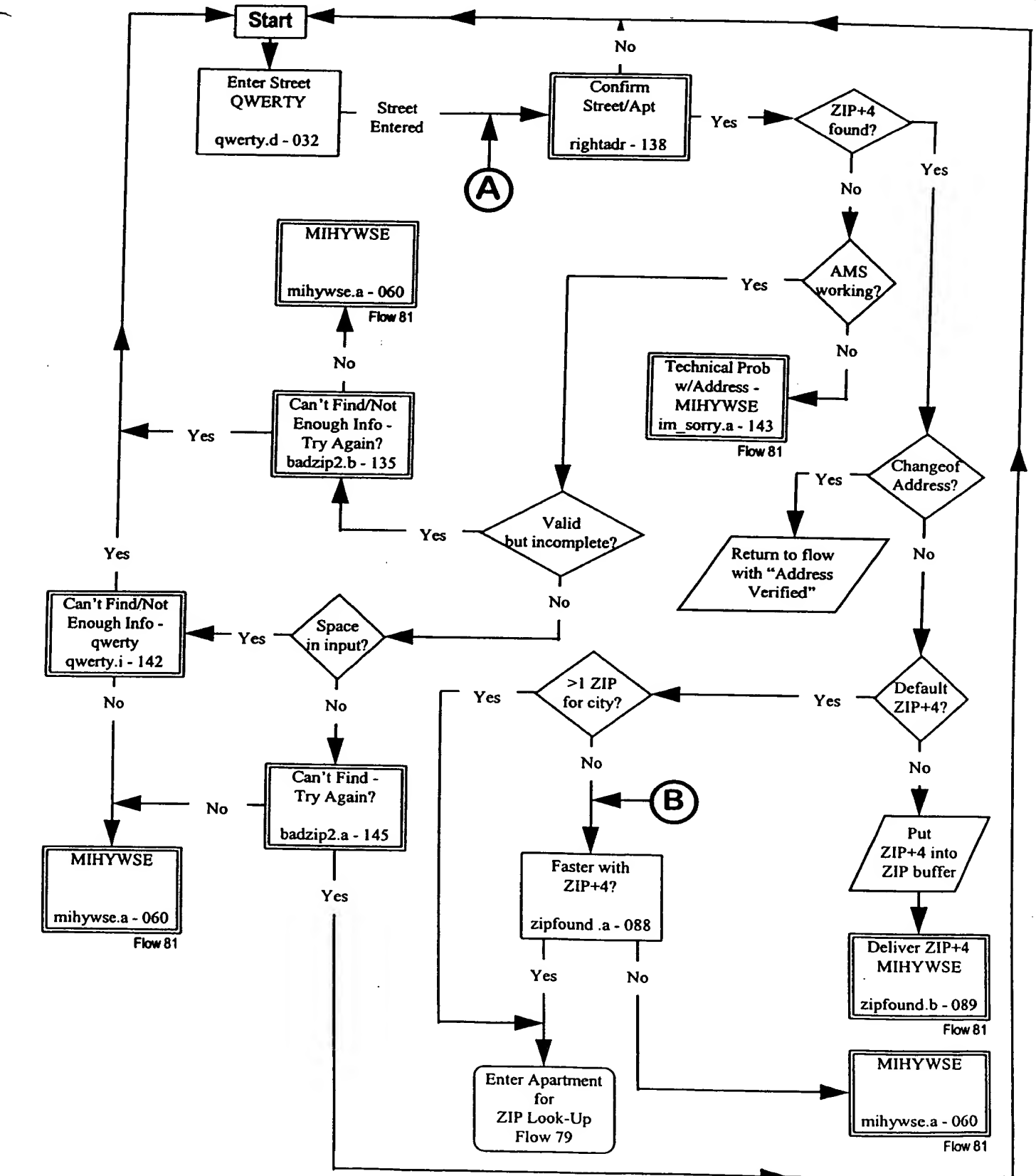


Fig 119

Source Flows: 12, 13, 14, 57, 68, 69, 80

Enter Street for Address Verification - Flow 78

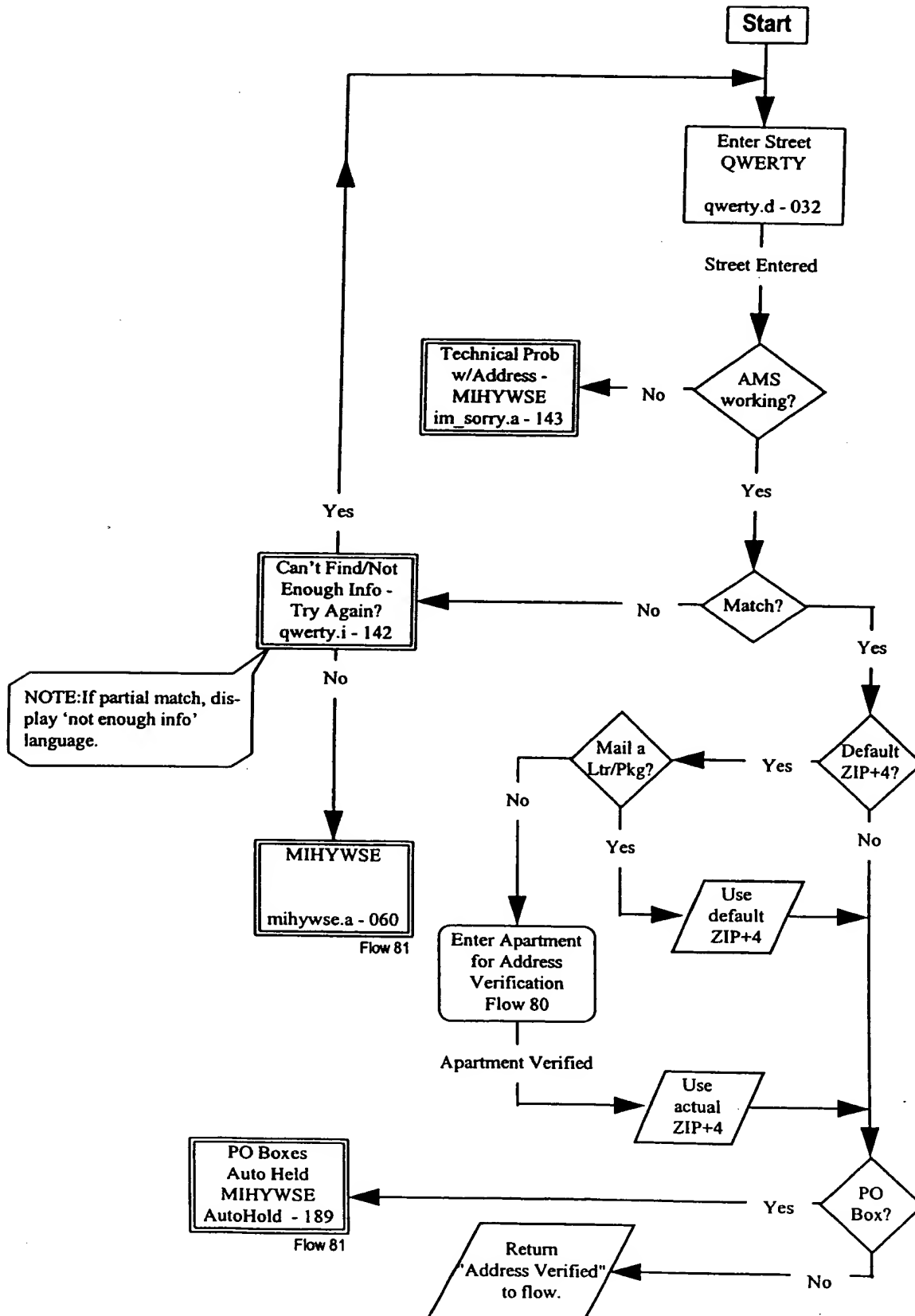
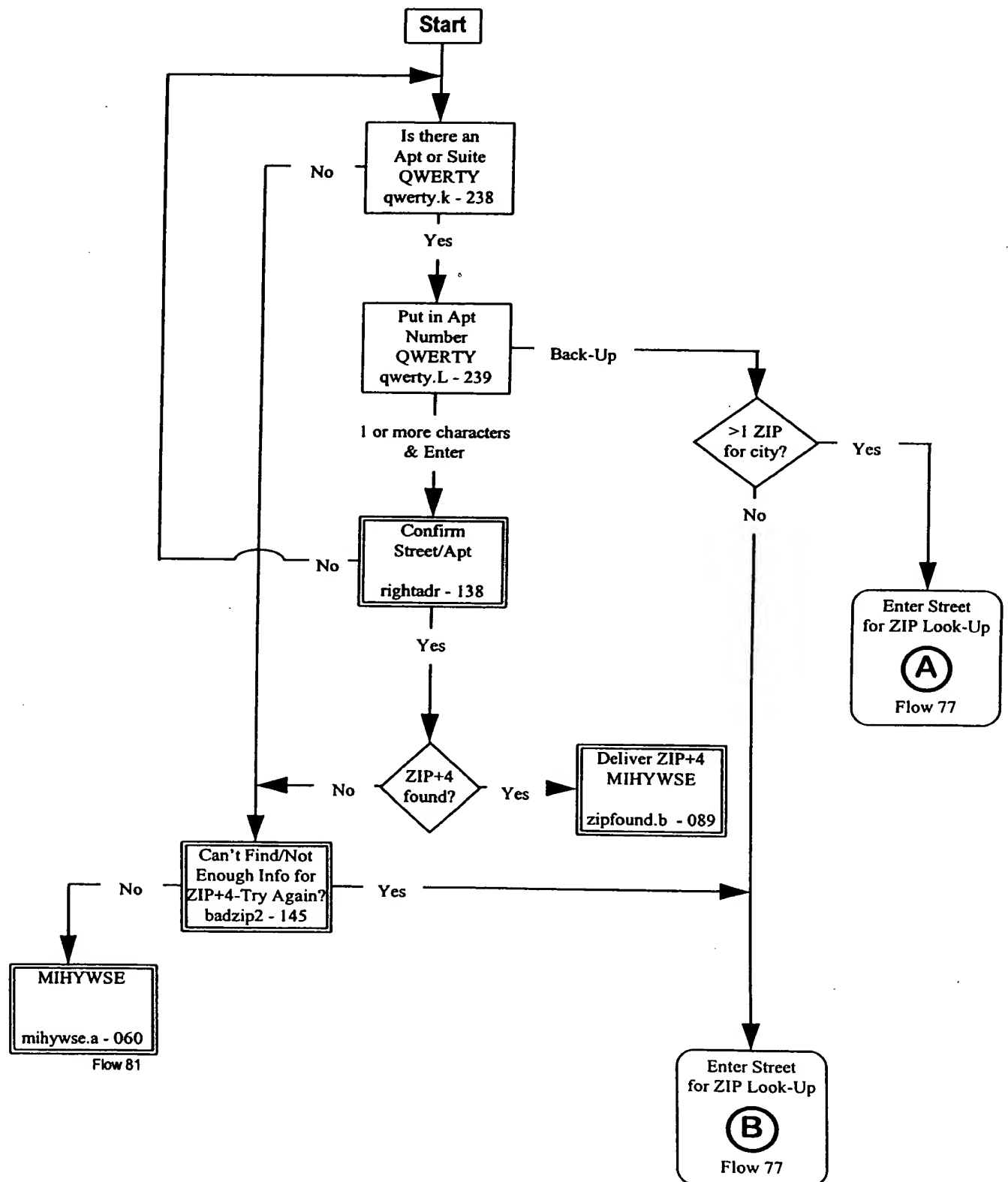
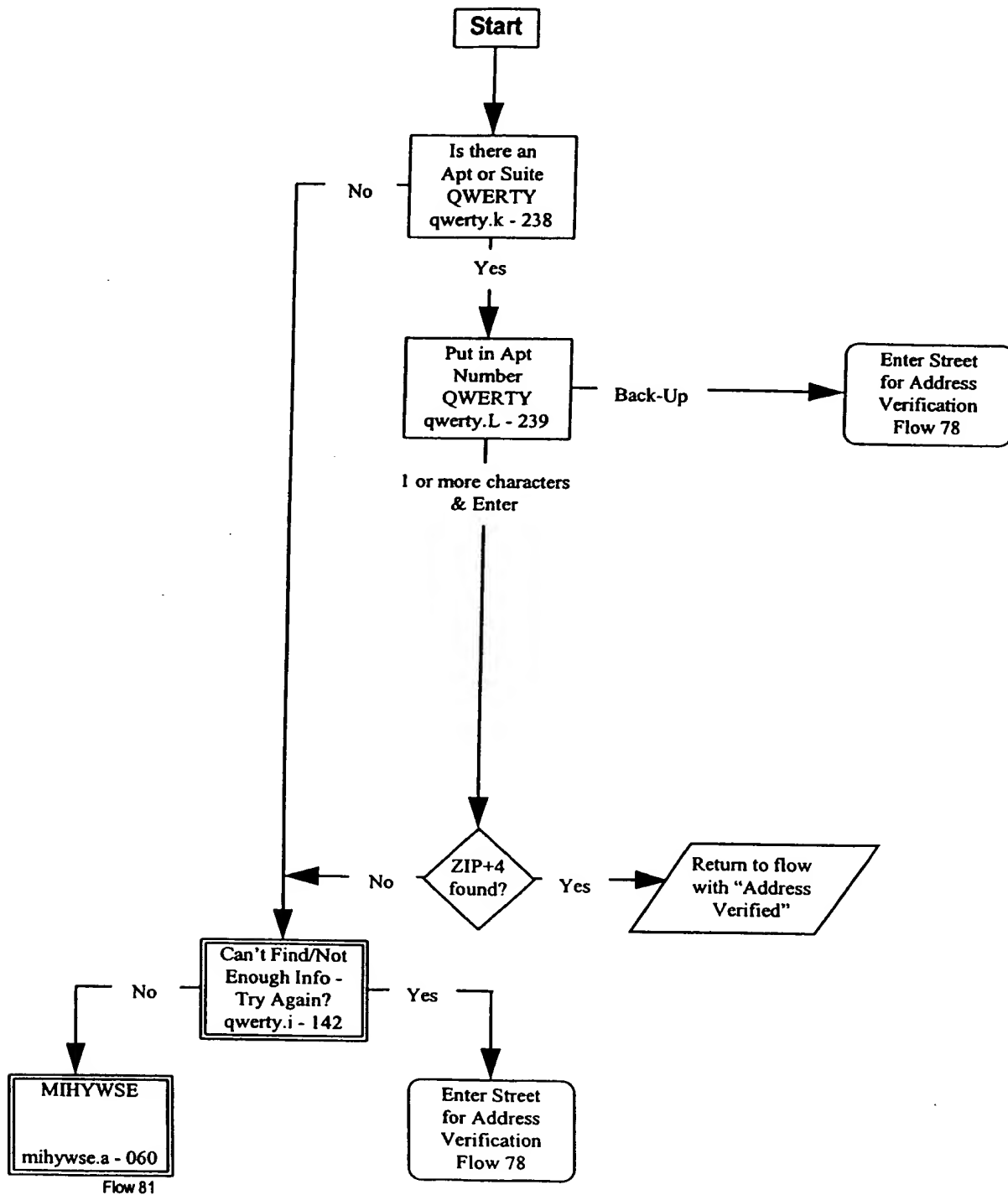


Fig 120





NOTE: All screens whose titles include MIHYWSE have only two choices: Yes or No. The behavior of all of these screens in response to Yes, No and Timeout is as specified below.

MIHYWSE Screens

010	067	077	084	143	150	169	178	205	218	234
012	069	078	089	144	151	170	180	206	220	240
017	070	081	110	147	154	173	183	207	226	
039	072	082	130	148	155	175	187	214	228	
060	076	083	141	149	162	176	199	217	230	

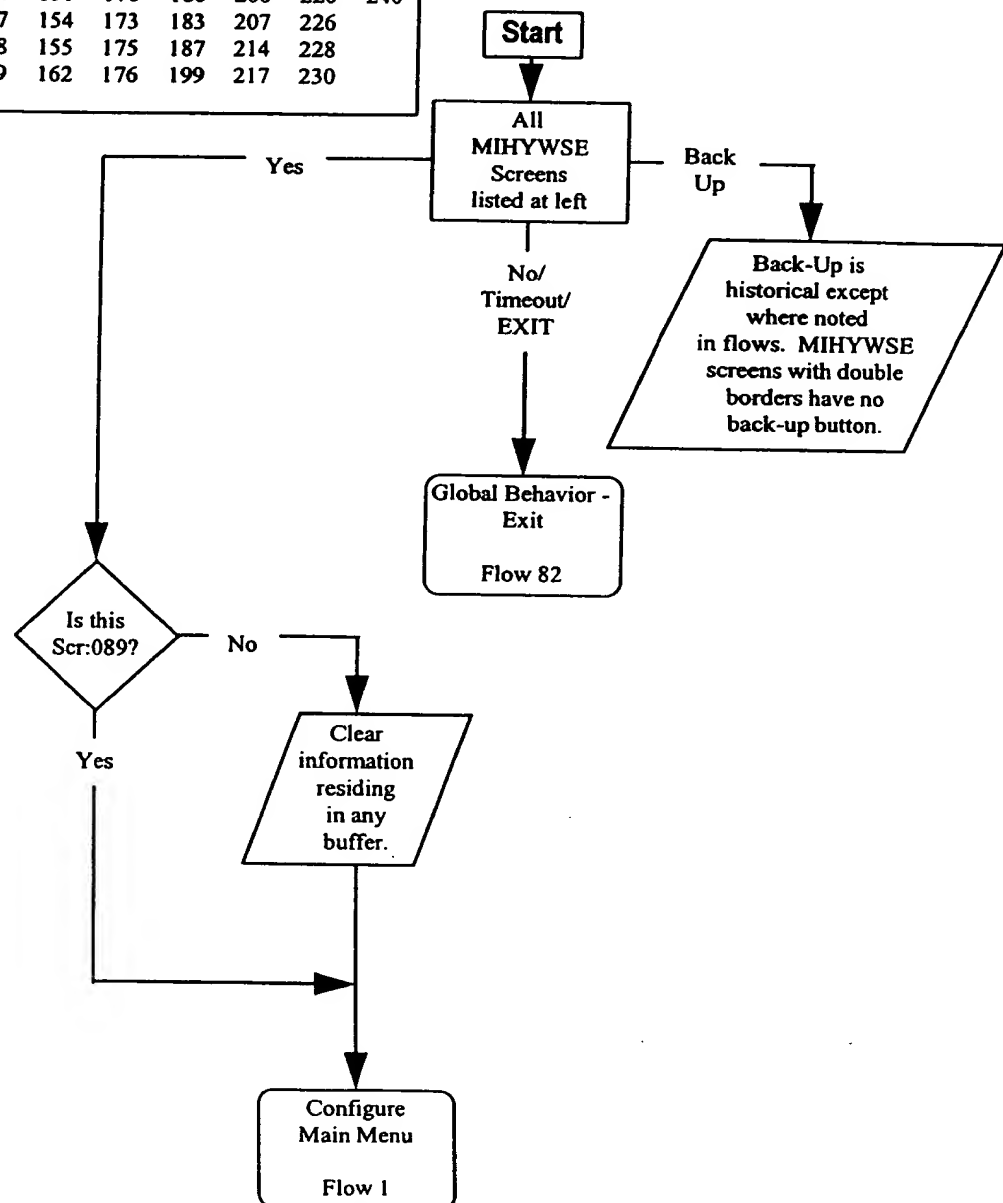


Fig 123

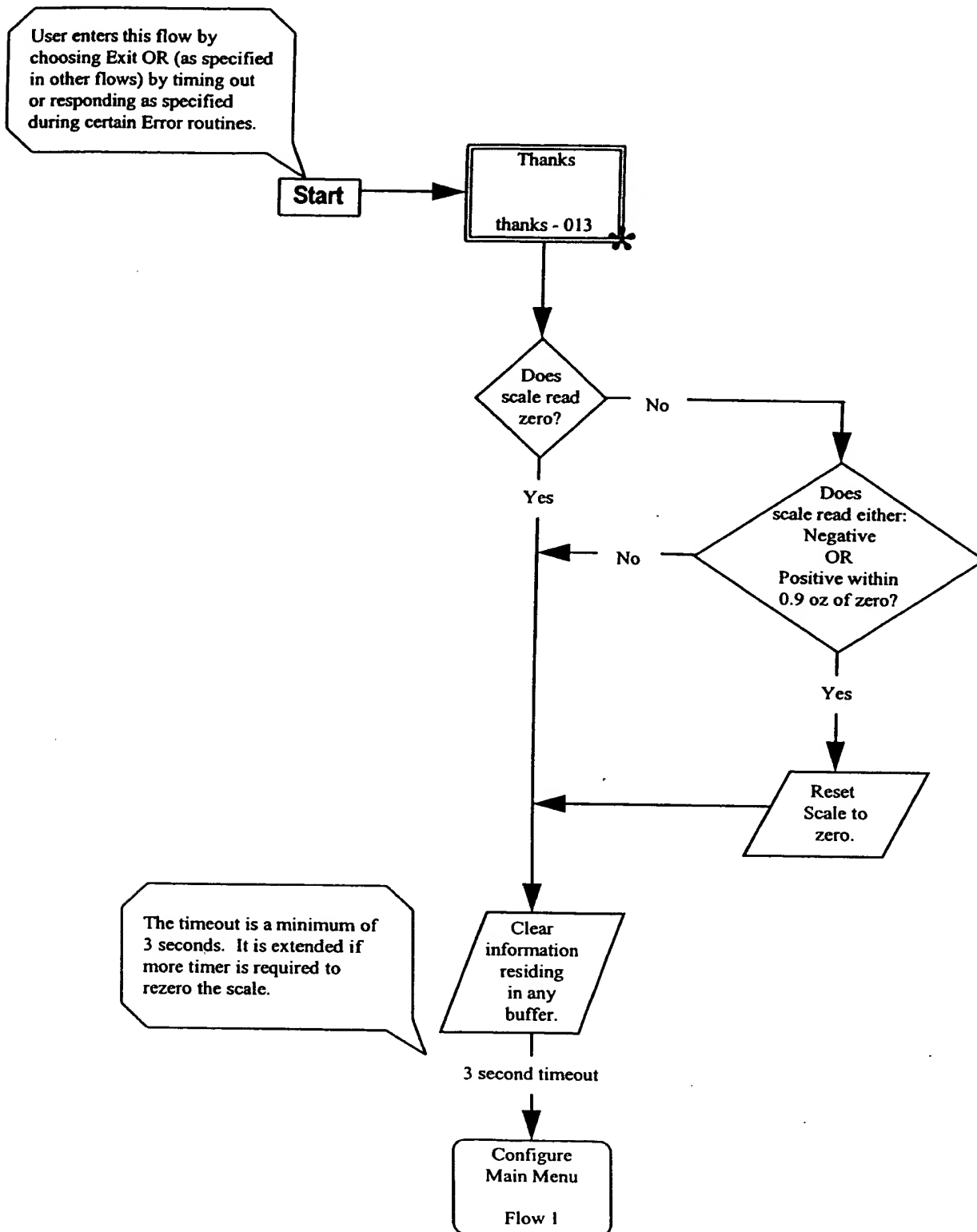


Fig 124

Source Flows: Global

Global Flow for Handling Time-outs - Flow 83

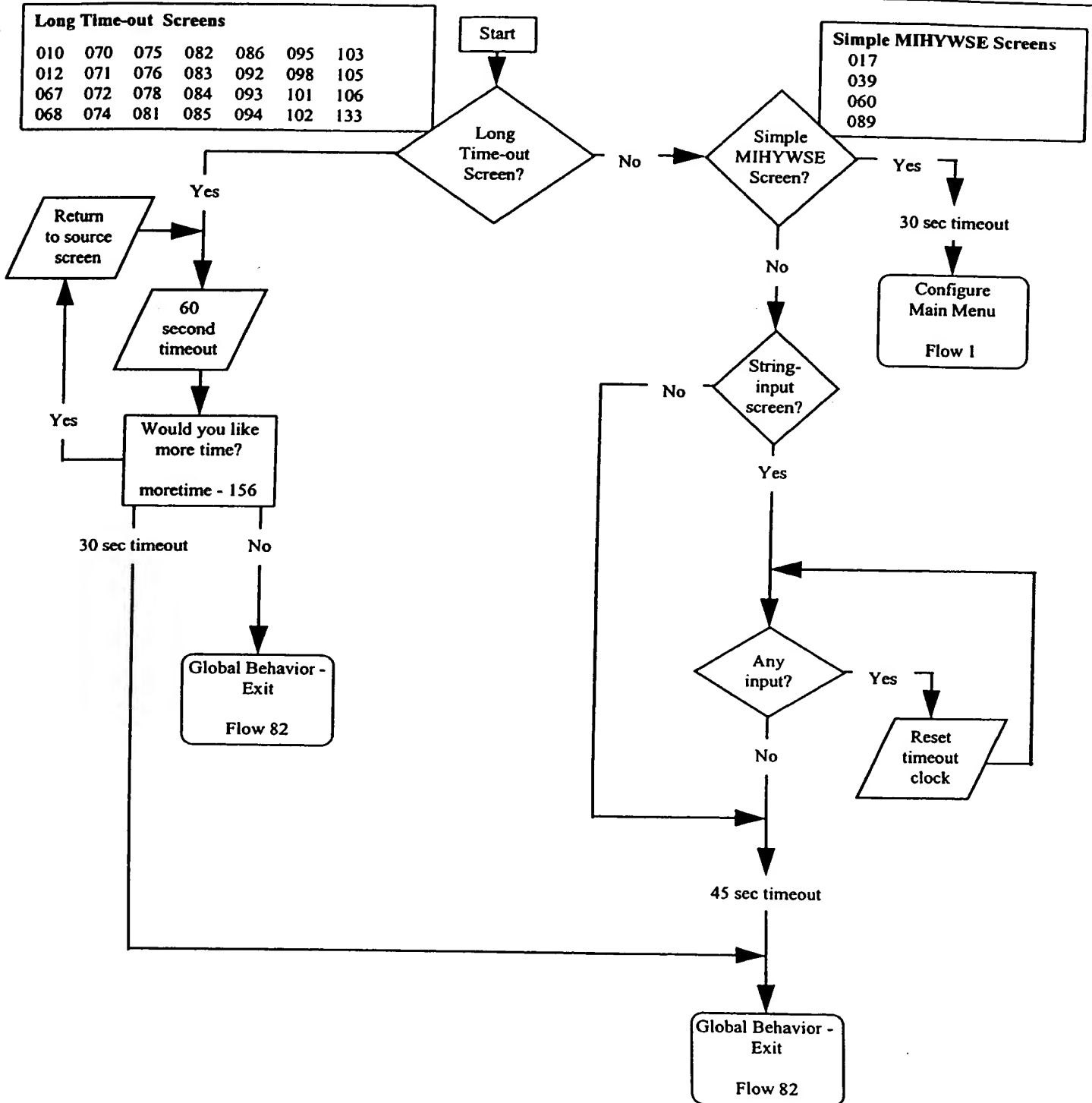


Fig 125

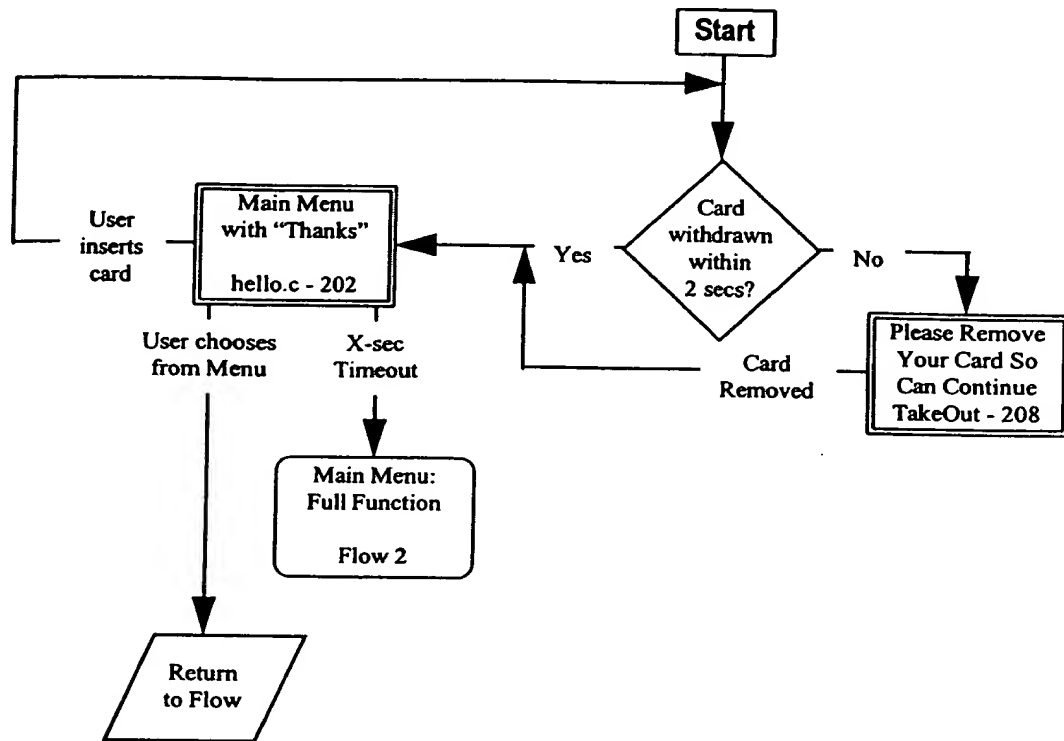


Fig 126

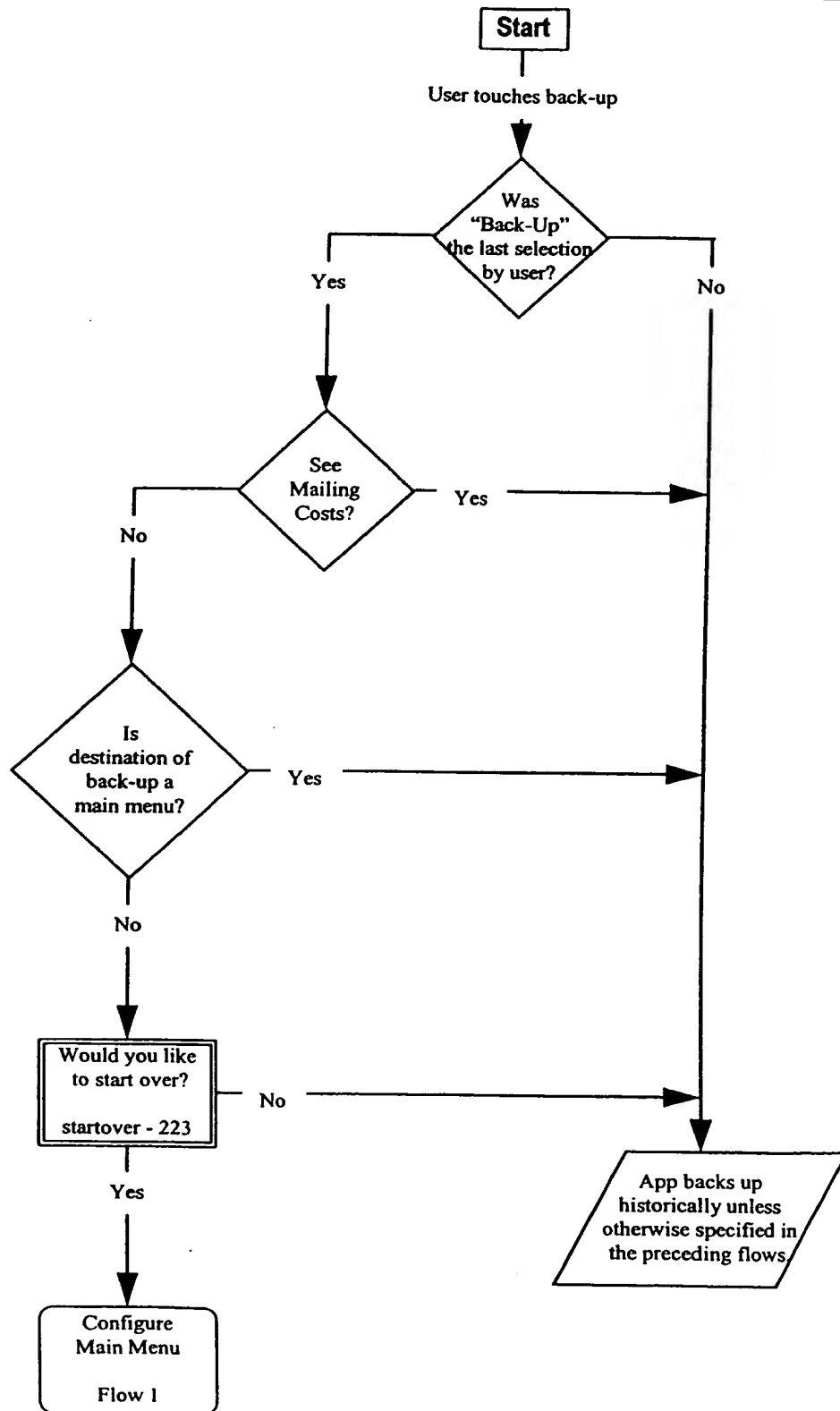
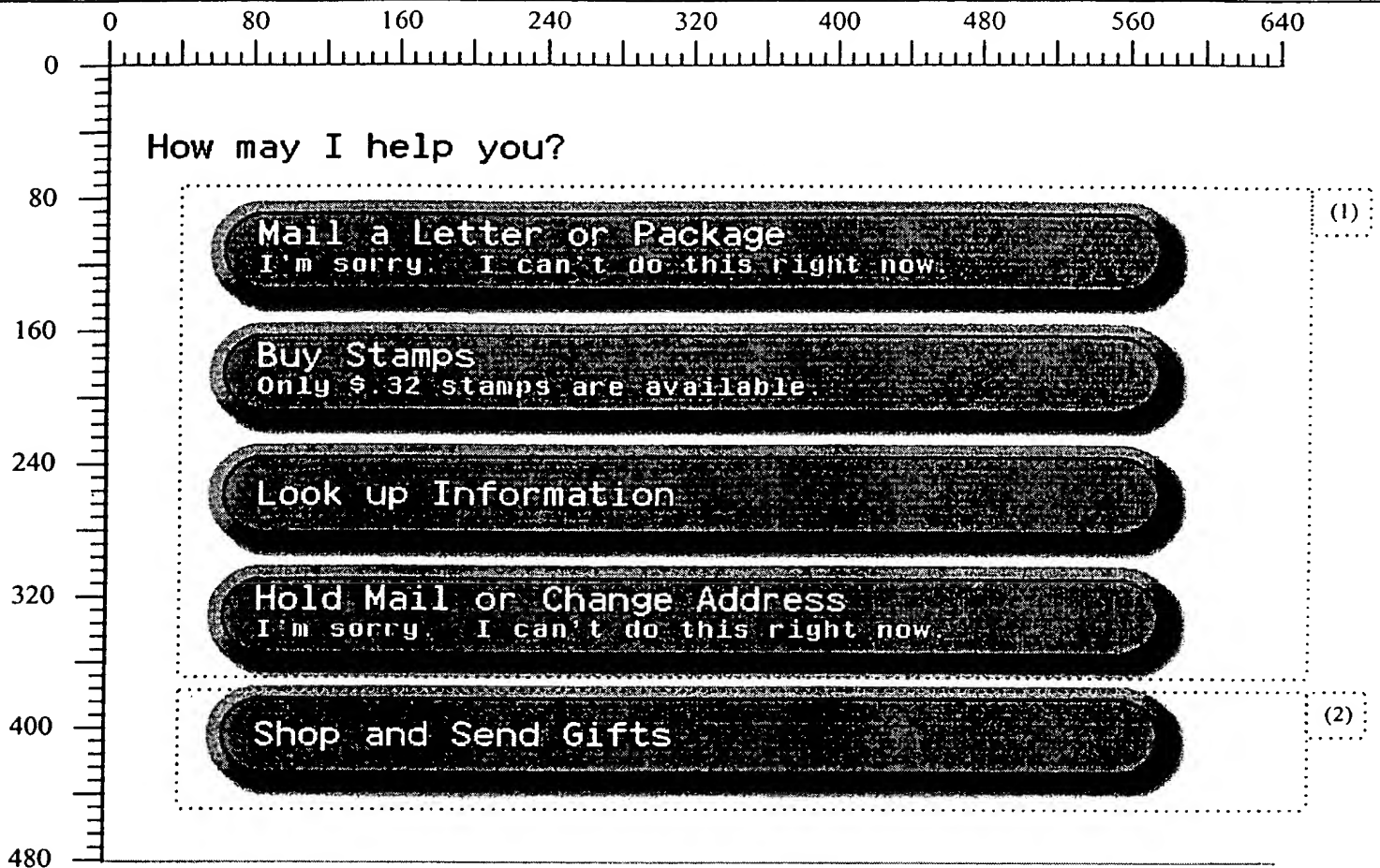


Fig 127



VARIABLE ELEMENTS

- (1) If function is available, error message (small-font text) is suppressed, and remaining button text is centered vertically as with "Look up Information" above.

Rules for displaying the error messages are detailed in Flow 2.

- (2) If Deliver America is not available at this machine, suppress this last button. See Scr:202 for placement of remaining buttons.

Fig 128

0 80 160 240 320 400 480 560 640

0

What kind of stamp?

80 32¢ First Class 20¢ Postcard

160 \$ 3.00 Priority Mail

240 \$10.75 Express Mail

320 International Stamp

400 A Different Stamp

480 Back Up EXIT

VARIABLE ELEMENTS

How many 32c First Class stamps? ⁽¹⁾

1	20
2	40
3	60
4	80
5	100

Back Up

EXIT

VARIABLE ELEMENTS

- (1) The class of stamp chosen by user. Currently only 32c First Class stamps are available in sheets of stamps. Therefore, only that value would appear on this screen.

Fig 130

0 80 160 240 320 (1) 400 480 560 640

0

How many 55¢ First Class stamps?

80 (2)

160

240

320

400

480

Back Up

1

2

3

4

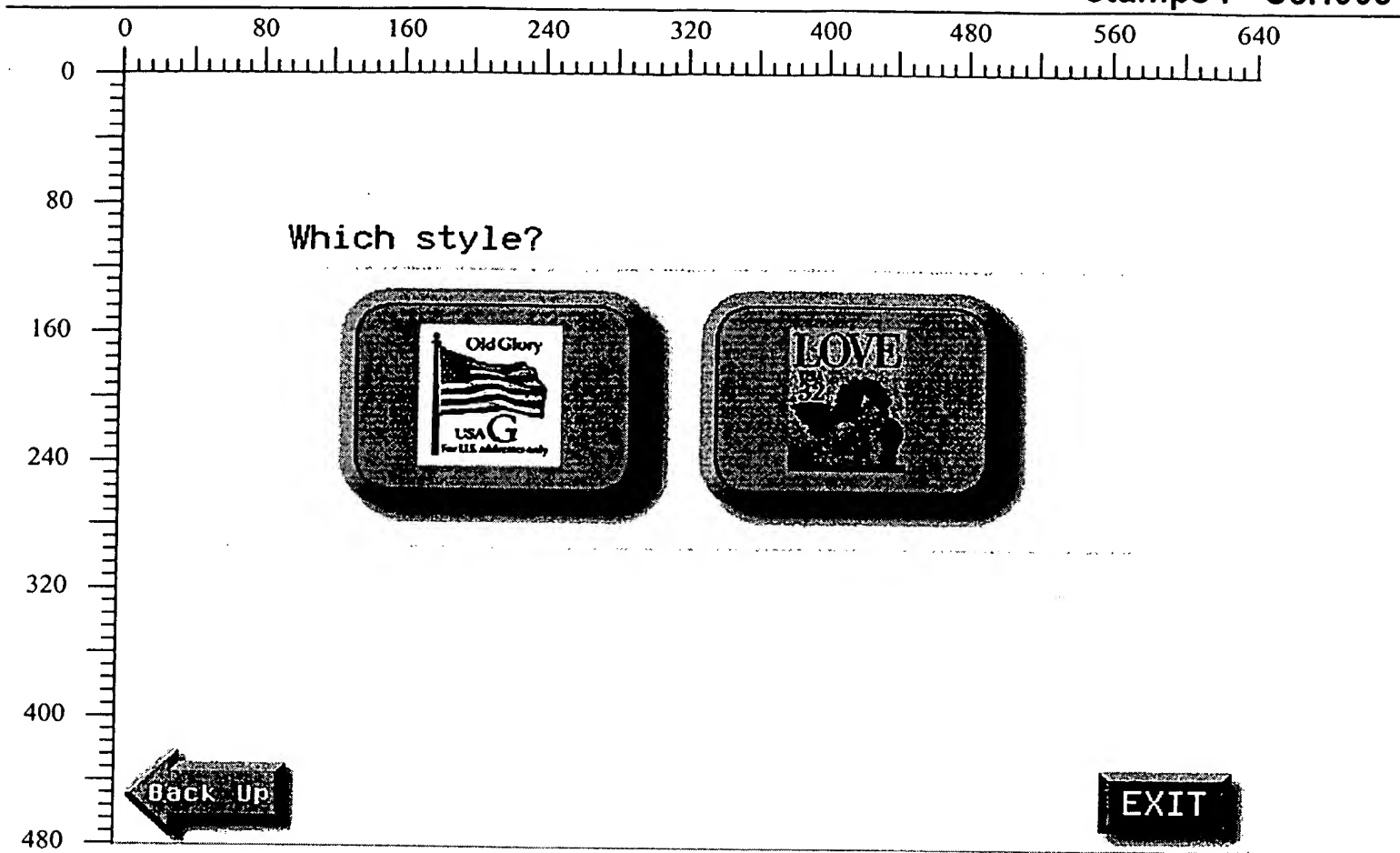
5

EXIT

VARIABLE ELEMENTS

- (1) 1) [xxc First Class] (c=cent sign) - currently 32c
- 2) [xxc Postcard] (c=cent sign)
- 3) [\$X.xx Priority]
- 4) [\$X.xx Express]
- 5) [\$X.xx & "Airmail"]
- 6) [\$X.xx] (if A different stamp)

- 2) If only sheets of stamps are available buttons should read:
 - 20
 - 40
 - 60
 - 80
 - 100



VARIABLE ELEMENTS

SPECIAL GRAPHICS

- 1) Button, left center screen = Bmp.btnstpfl
- 3) Button, right center screen = Bmp.btnstplv



VARIABLE ELEMENTS

- (1) Number of stamps chosen by user
- (2) The total amount of this stamp purchase
- (3) Bitmap of 32c stamp chosen by user
OR if only one style is available, the available style
Bmp:stpfl OR Bmp:stpl

SPECIAL GRAPHICS:

- a) Stamp graphic--see Variable Element (3) above.
- b) Card graphics are: Bmp:btnlibcd/btnatm/btnamex/btnvis/btnmcd

Fig 133

(1)

The price for three \$10.75 stamps is \$32.25 (2)

How will you pay?

LIBERTY CASH

ATM CARD

AMERICAN EXPRESS Cards

VISA

MasterCard

Back Up

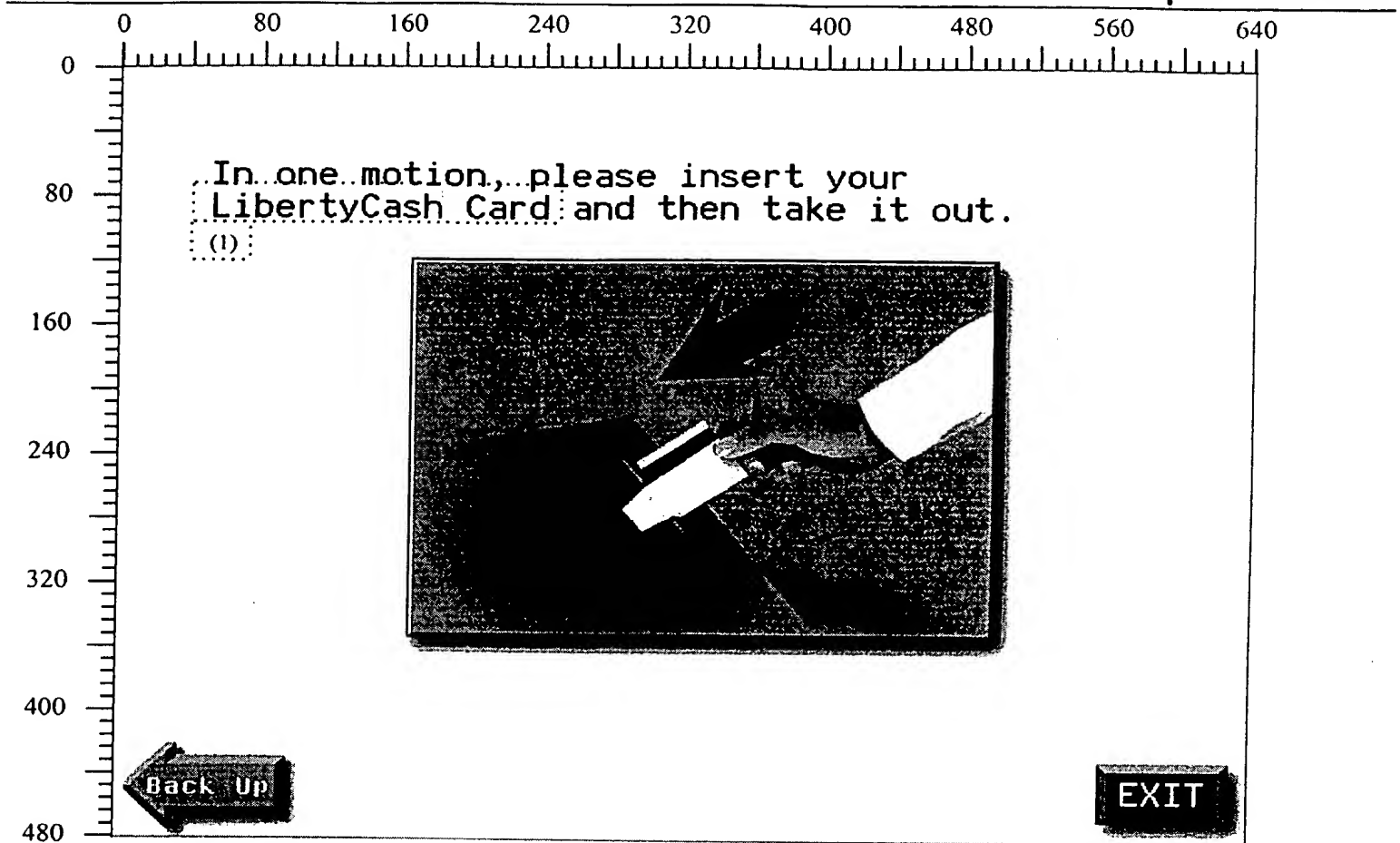
EXIT

VARIABLE ELEMENTS

- (1) If >1 stamp being purchased (as shown):
 "The price for [QUANTITY] [UNIT PRICE] is [TOTAL AMOUNT]."
- If only 1 stamp being purchased, "The price is [TOTAL AMOUNT]."

SPECIAL GRAPHICS:

- a) Card graphics are: Bmp:btnlibcd/btnatm/btnamex/btnvis/btnmcd



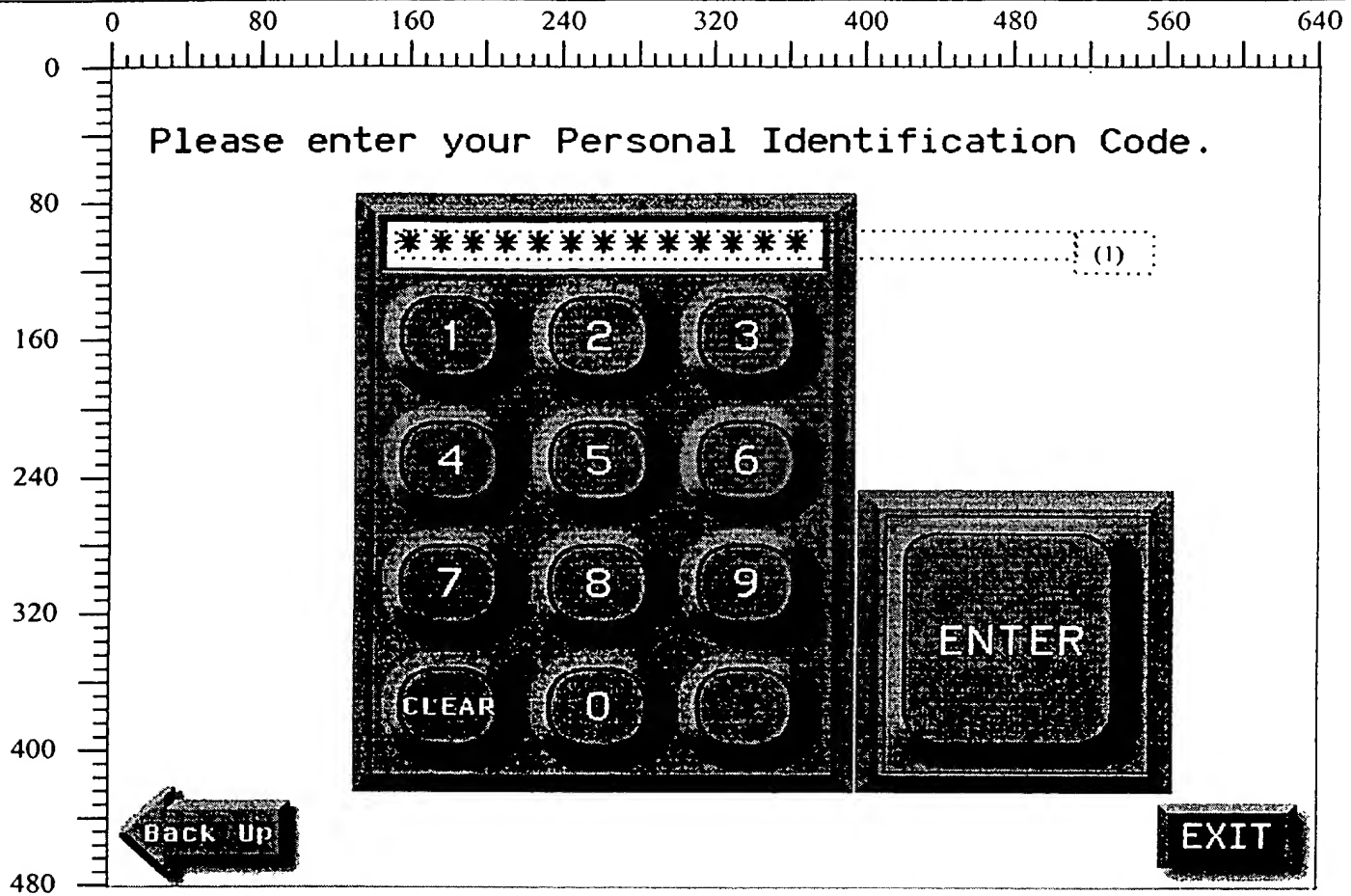
VARIABLE ELEMENTS

- (1) Use name of card chosen by user.
[LibertyCash Card]
[Visa card]
[MasterCard]
[American Express card]
[ATM card]

SPECIAL GRAPHICS:

- A) Card insertion graphic is Bmp:dipcd

Fig 135



VARIABLE ELEMENTS

- (1) User input - System displays an asterisk for each digit input by user

RULES FOR HANDLING INPUT

- A) System displays an asterisk for each digit input by user
- B) System displays up to 14 asterisks
- C) Asterisk alignment is centered (first asterisk appears at center)
- D) System accepts up to 16 digits; >X digits, "boop"
- E) Asterisk alignment is centered (first asterisk appears at center)
- F) Clear button erases all input.

Fig 136

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Please take your stamps from below
and to the left. (1)

\$32.25 has been charged to your card. (2)

Print Receipt

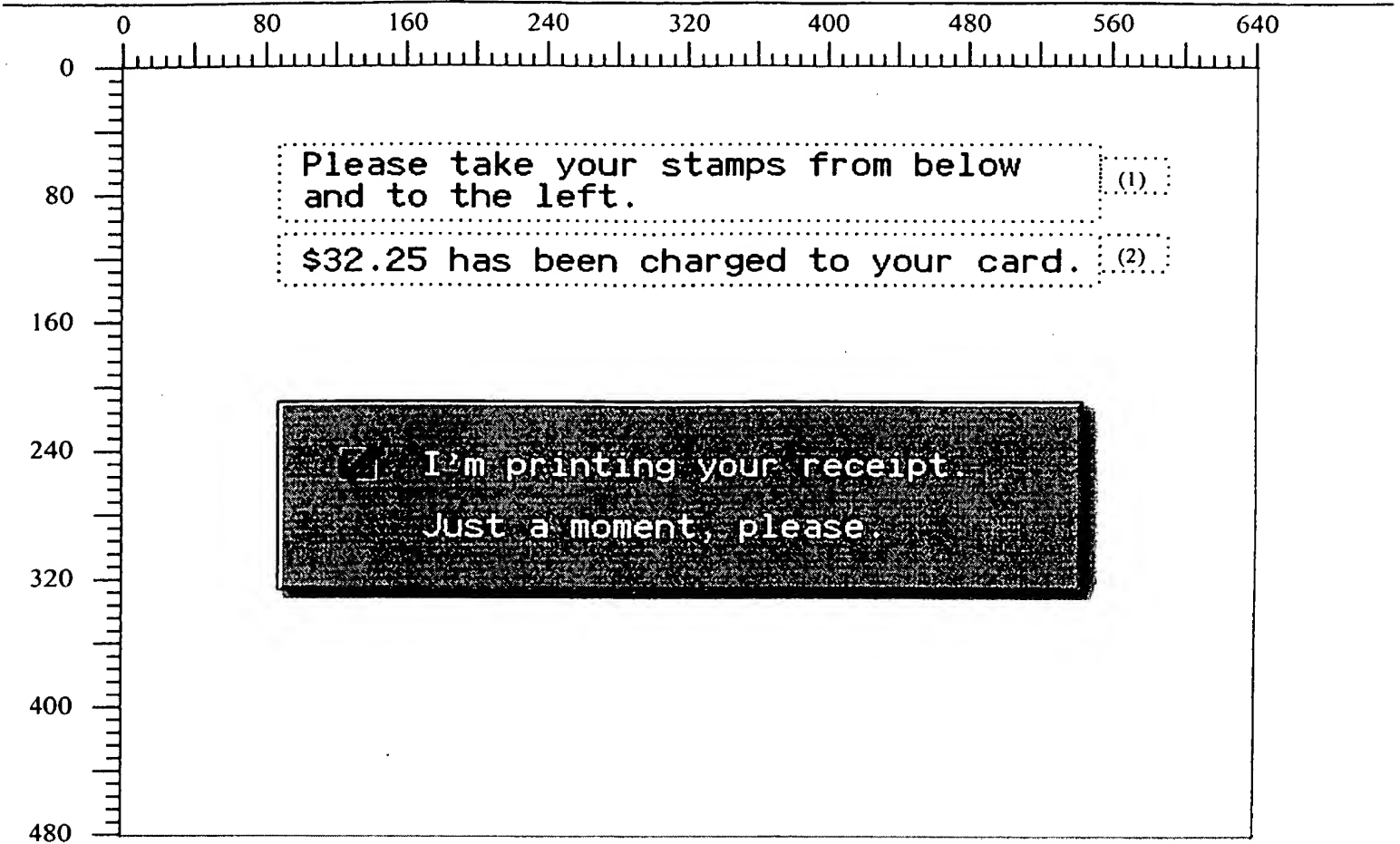
May I help you with something else?

Yes No

EXIT

VARIABLE ELEMENTS

- (1) If >1 stamp has been purchased, as above.
If 1 stamp is being purchased or if user is mailing an item:
"Please take your stamp from below and to the left."
- (2) If Lib Cd/Amex/Visa/MasterCd used:
"[AMOUNT] has been charged to your card." (as shown)
- If ATM card used:
"[AMOUNT] has been deducted from your account."



VARIABLE ELEMENTS

NOTE: ALL VARIABLE ELEMENTS ARE IDENTICAL TO THOSE ON Scr:010

- (1) If >1 stamp has been purchased, as above.
If 1 stamp is being purchased or if user is mailing an item:
"Please take your stamp from below and to the left."
- (2) If Lib Cd/Amex/Visa/MasterCd used:
"[AMOUNT] has been charged to your card." (as shown)

If ATM card used:
"[AMOUNT] has been deducted from your account."

Fig 138

0 80 160 240 320 400 480 560 640

0

80

Please take your stamps from below
and to the left. (1)

\$9.00 has been charged to your card. (2)

160

240

Please take your receipt from above. (3)

320

May I help you with something else?

Yes No

400

480

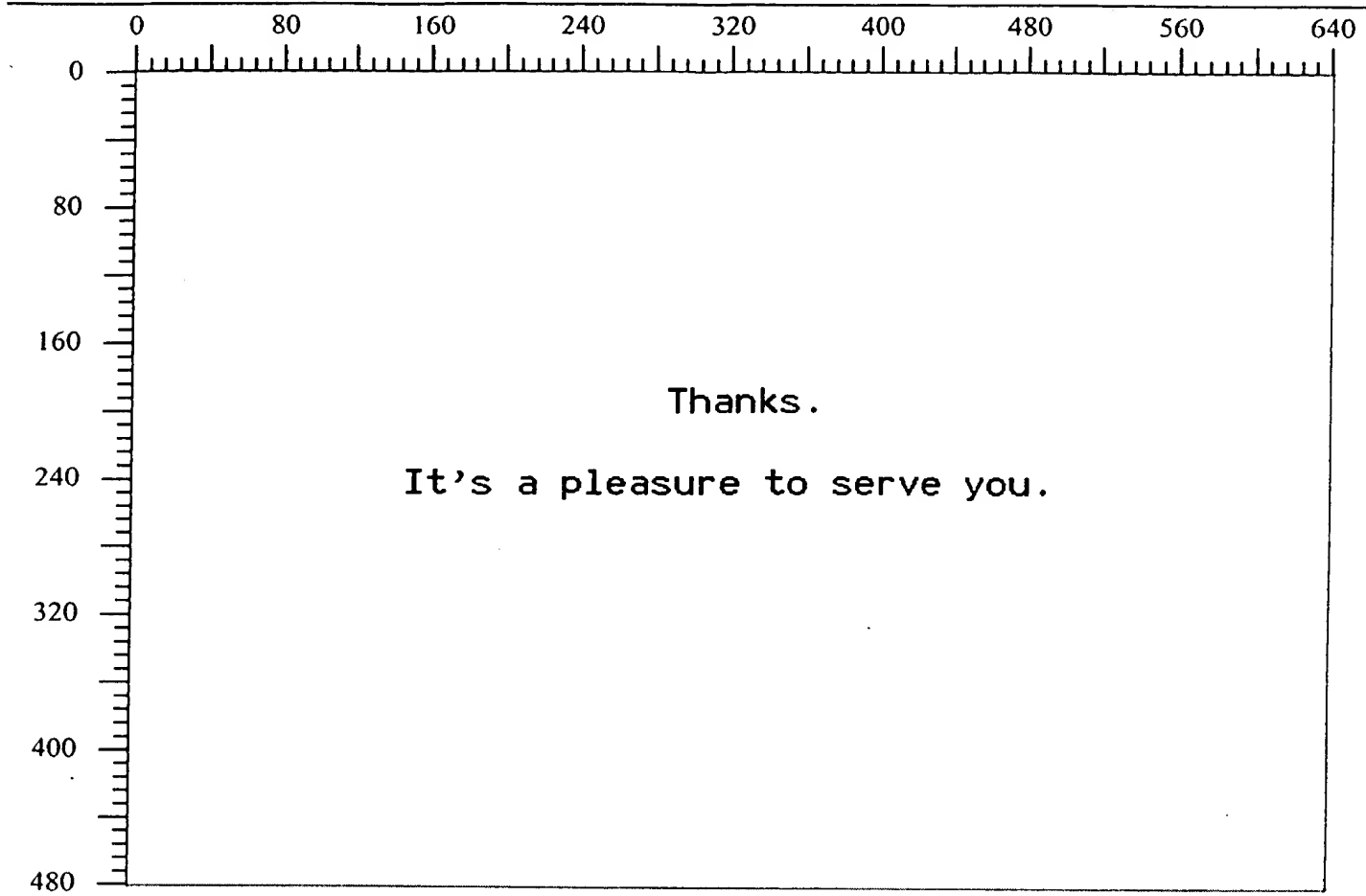
EXIT

/VARIABLE ELEMENTS

NOTE: ALL VARIABLE ELEMENTS ARE IDENTICAL TO THOSE ON Scr:010

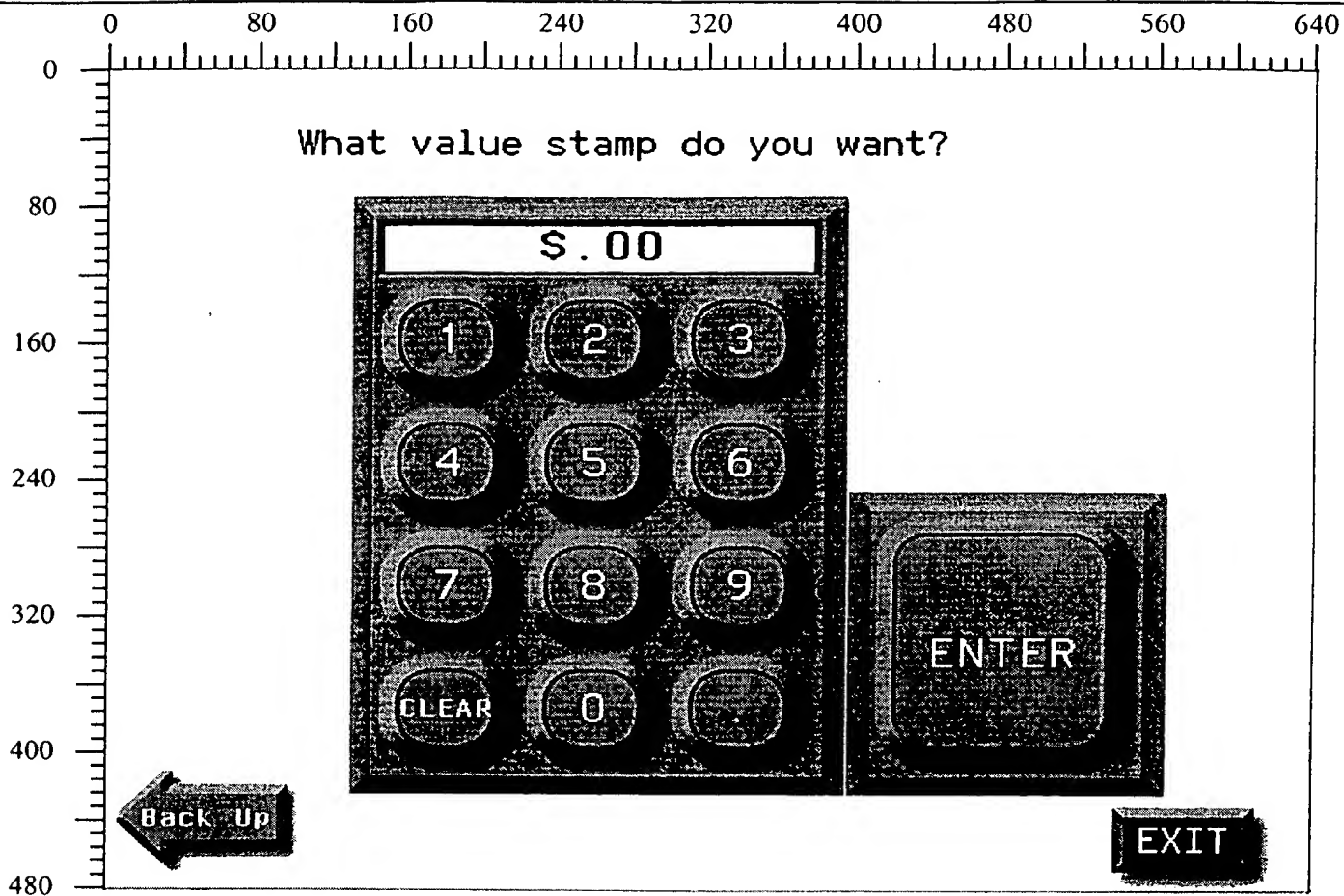
- (1) If >1 stamp has been purchased, as above.
If 1 stamp is being purchased or if user is mailing an item:
"Please take your stamp from below and to the left."
- (2) If Lib Cd/Amex/Visa/MasterCd used:
"[AMOUNT] has been charged to your card." (as shown)
- If ATM card used:
"[AMOUNT] has been deducted from your account."
- (3) If no receipt printed, suppress.

Fig 139



VARIABLE ELEMENTS

Fig 140



VARIABLE ELEMENTS

RULES FOR HANDLING INPUT

- A) Before user input, System displays "\$.00" as shown above
- B) 1st digit input by user replaces final zero
- C) 2nd digit input by user replaces second-to-last zero
- D) 3rd-5th(?) digits input by user appear to left of decimal, "\$" moves left each time digit is input
- E) 1st decimal input by user sets the decimal.
 If digits already input. they move to left of decimal and digits to the right of decimal are replaced by zeros.
 1st subsequent digit replaces zero in tenths position
 2nd subsequent digit replaces zero in the hundredths position
 2nd decimal produces "boop"
- F) Clear button erases all input.
- G) System displays up to \$999.99(?)

Fig 141

0 80 160 240 320 400 480 560 640

0

What would you like to change?

(1) 32¢ First Class

80

160

240

320

400

480

EXIT

VARIABLE ELEMENTS

- (1) The class of stamp chosen by user. Currently only [32c First Class] would appear on this screen, as only 32-cent stamps offer a choice of style. If another type of stamp was chosen by user, app would display **Scr:16**.

Fig 142

0 80 160 240 320 400 480 560 640

0

What would you like to change?

80 ☐ \$3.00 Priority Mail

160 ☐ Number of Stamps

240 ☐ No change, everything's okay

320 ☐ Cancel the order

400

480

EXIT

VARIABLE ELEMENTS

- (1) [32c First Class]
[xxc Postcard]
[\$X.xx Priority]
[\$X.xx Express]
[\$X.xx & "Airmail"]
[\$X.xx] (A different stamp)

Fig 143

09/807444

canceled - Scr:017

	0	80	160	240	320	400	480	560	640
0									
80									
160	Okay, I cancelled it.								
240	May I help you with something else?								
320	<input type="button" value="Yes"/> <input type="button" value="No"/>								
400									
480									<input type="button" value="EXIT"/>

VARIABLE ELEMENTS

Fig 144

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Which country?

Canada

Mexico

All other countries

Back Up

EXIT

VARIABLE ELEMENTS

Fig 145

0 80 160 240 320 400 480 560 640

0

Which International stamp? (1)

80 Airmail 1/2 ounce \$.60

160 Airmail 1 ounce \$1.00

240 Airmail 1 1/2 ounce \$1.40

320 A postcard stamp \$.50

400 A different stamp

480

Back Up

EXIT

VARIABLE ELEMENTS

- (1) If Canada or Mexico was chosen on Scr:country2:
"Which stamp for [Canada/Mexico]?"
If All other countries was chosen on Scr:country2:
"Which International stamp?" (as shown)

Fig 146

A screenshot of a mail selection interface. At the top, a horizontal ruler is marked from 0 to 640 in increments of 80. On the left side, a vertical ruler is marked from 0 to 480 in increments of 80. The main area contains the text "What are you mailing?" followed by three vertically stacked, rounded rectangular buttons: "Letter", "Large Envelope (larger than 6 1/8" x 11 1/2")", and "Package". At the bottom left, there is a button with a left-pointing arrow and the text "Back Up". At the bottom right, there is a button with the text "EXIT".

0 80 160 240 320 400 480 560 640

0 80 160 240 320 400 480

What are you mailing?

Letter

Large Envelope
(larger than 6 1/8" x 11 1/2")

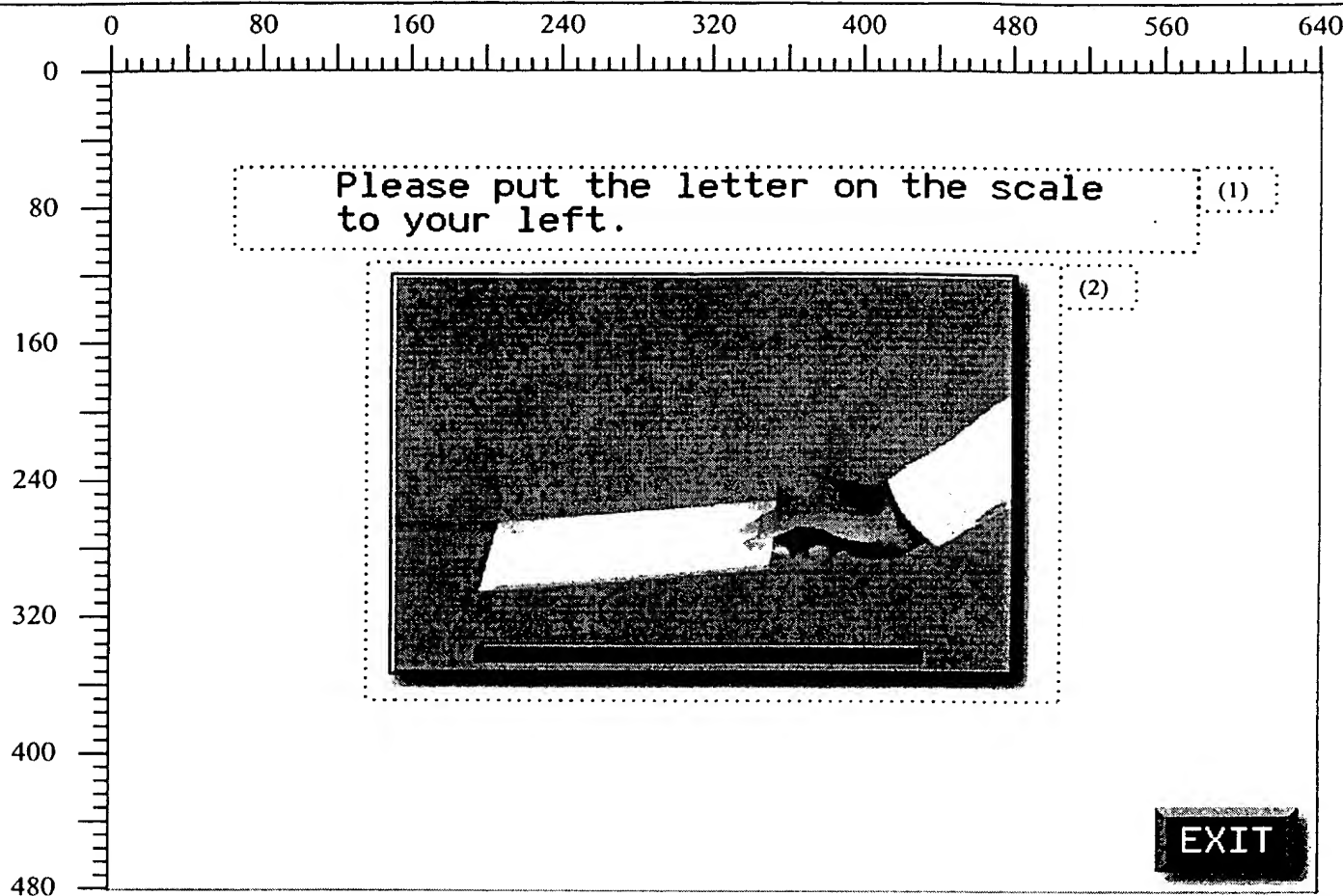
Package

Back Up

EXIT

VARIABLE ELEMENTS

Fig 147



VARIABLE ELEMENTS

- (1) If user came to this screen from Scr:mailwhat or Scr:pkgszize
 "Please put the [letter/package] on the scale
 to your left."
 (as shown above.)

If user came to this screen from Scr:takeoff
 "Thanks."

Now please put the [letter/package] back on
 the scale to your left."

- (2) If user chose to mail a Letter or Large Letter:
 Graphic is **Bmp:scalelet (as shown)**
 If user chose to mail a Package:
 Graphic is **Bmp:scalepkg**

SPECIAL GRAPHICS

- 1) Scale graphic--see Variable Element (2) above.

Fig 148

Please enter the ZIP Code it's going to.

If mailing outside the U.S., touch **INTERNATIONAL**

12345-6789

1 2 3

4 5 6

7 8 9

CLEAR 0 -

Don't Know ZIP Code

ENTER

Back Up

EXIT

VARIABLE ELEMENTS

- (1) User input. See Rules for Handling User Input, below.

RULES FOR HANDLING USER INPUT

- (1) System displays a numeral or hyphen for each character input by user
- (2) System displays up to 5 numerals & hyphen & 4 numerals
- (3) Character alignment is centered (first character appears at center)
- (4) "Clear" erases all input
- (5) Hyphen input is accepted only in position 6, otherwise, "boop"
- (6) Touching Enter returns the entered characters and rules for handling input are invoked (see applicable flow). ZIP & ZIP+4 input both accepted.
- (7) After 5 seconds of no character input, if 5 or 9 digits input, Enter auto-depresses. If not 5 or 9 digits, see Global Flows for Timeouts

Fig 149

0 80 160 240 320 400 480

0

The ZIP Code is 90061-2468. (1)

80 First, how quickly do you want this 1 oz letter delivered? (2)

(3)

(5) 3 days average First Class \$.32

160

(7) 2 days average Priority Mail \$3.00

240

(8) Tomorrow by noon Express Mail \$10.75

320

(10)

400

480

Back Up

EXIT

VARIABLE ELEMENTS

- (1) If user came to this screen after touching "Don't Know ZIP Code" on Scr:022 and finding the ZIP or ZIP+4:
Text as shown ("The ZIP Code is [ZIP/ZIP+4]")
If user entered own ZIP or ZIP+4 on Scr:022, or by touching "Yes" on Scr:040 ("Do you want to mail it to [address, including ZIP]?"):
Suppress this entire line of text.
- (2) [WEIGHT OF ITEM]
- (3) If user chose letter or large envelope: as above.
If user chose package: [package]
- (4) If in See Mailing Costs: "will"
- (5) If user item qualifies for Parcel Post, display:
"[DELIVERY STANDARD]
Parcel Post"
and appropriate rate for the weight of the item and the destination.
- (6) The First Class rate for weight detected on scale
- (7) The Priority flat rate/rate for weight detected on scale)
- (8) Delivery standard for Express Mail
- (9) The Express rate for weight detected on scale
- (10) Buttons are displayed only if item's weight and destination qualify it for the specific service AND if the service is available to the selected ZIP.

Fig 150

(1) We can deliver a 1 oz letter Priority Mail to SCHENECTADY, NY 12345, probably by Wednesday.

The postage is \$3.00 (2)

How may I help you?

(3) Get proof of delivery
I'm sorry. I can't do this now.

Buy the \$3.00 stamp

(4) Already stamped, buy less postage

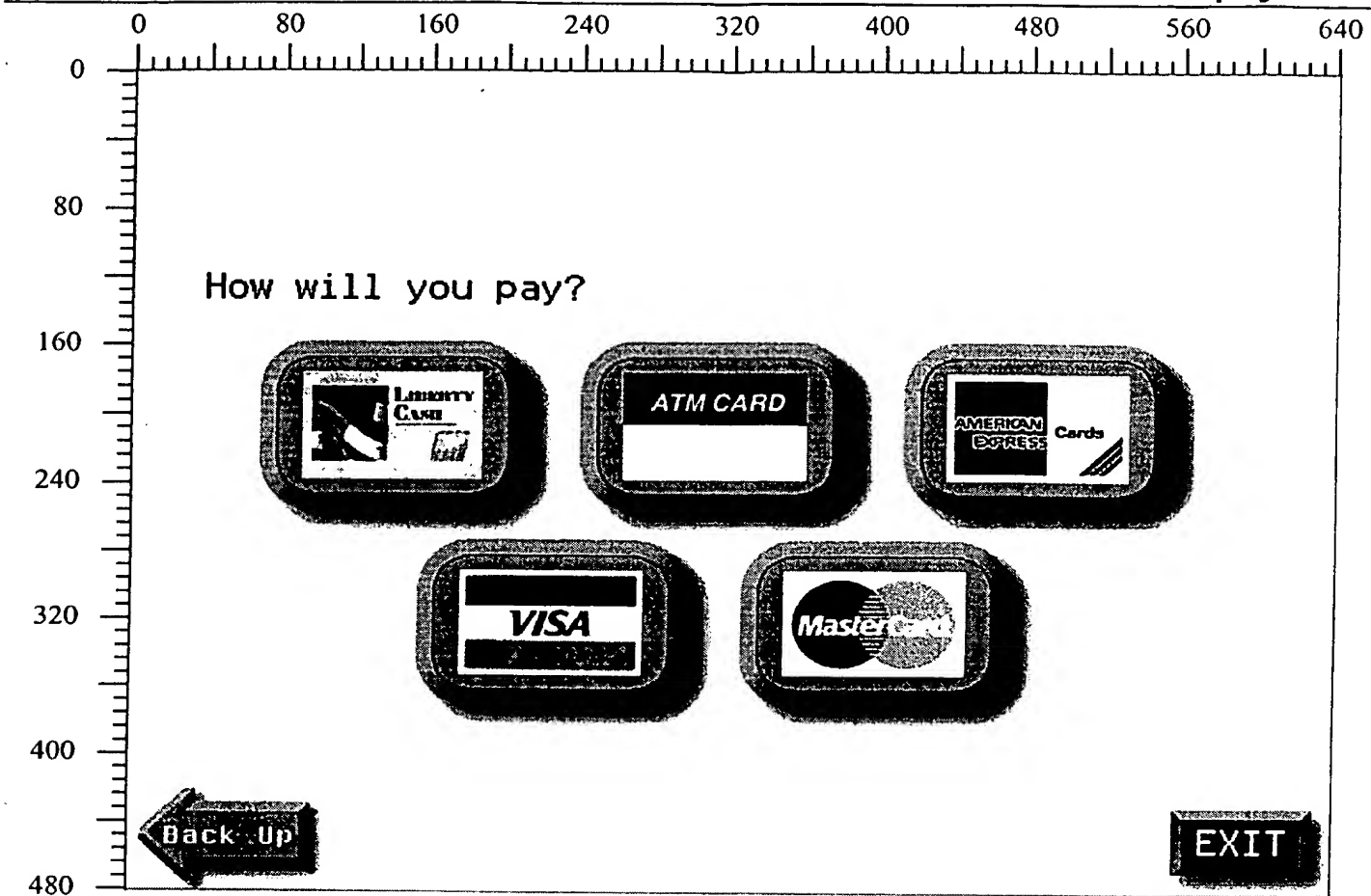
Back Up

EXIT

VARIABLE ELEMENTS

- (1) "We can deliver a [WEIGHT] [Priority Mail/First Class] to [City, ST ZIP/ZIP+4], probably by [DAY]."
- (2) [PRICE] price of postage for weight of item at selected class.
- (3) If Certified Mail forms not available: as shown
If Certified Mail forms are available: suppress error message & center remaining text vertically on button
- (4) [PRICE] price of postage for weight of item at selected class.

Fig 151

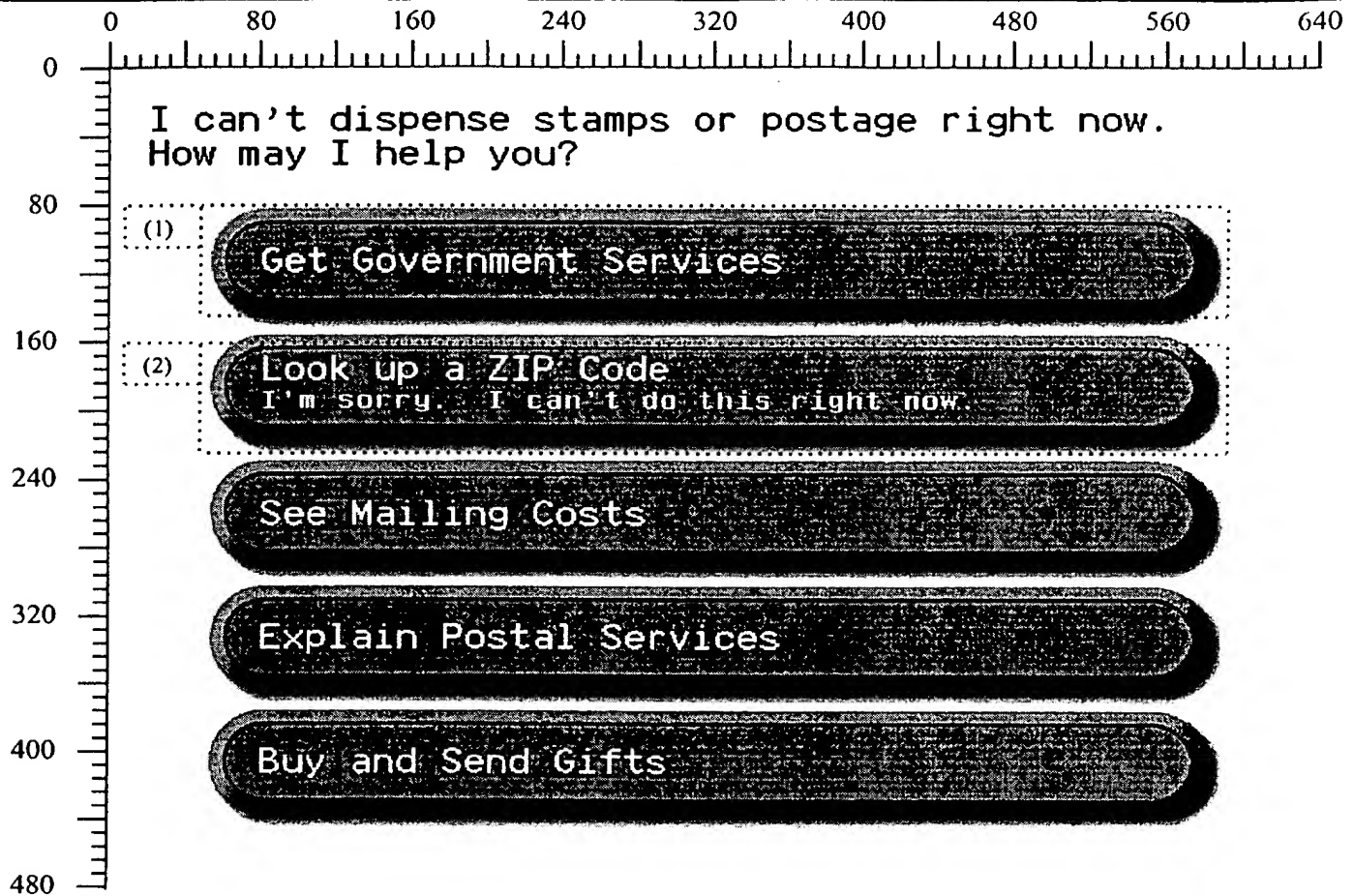


VARIABLE ELEMENTS

SPECIAL GRAPHICS:

a) Card graphics are: Bmp:btnlibcd/btnatm/btnamex/btnvis/btnmcd

Fig 152



VARIABLE ELEMENTS

- 1) If Wings app is not available, suppress this button.
- 2) If AMS is not available: as shown
If AMS is available:
Suppress error message and center Look Up a ZIP Code vertically on button

Fig 153

0 80 160 240 320 400 480 560 640

0

80

(1) I'm sorry. Your bank did not give approval
for this charge. Please contact them
for further information.

160

Would you like to use another card?

240

Yes No

320

400

480

EXIT

VARIABLE ELEMENTS

- (1) Financial institution did not approve purchase:
If ATM/Amex/Visa/MasterCard
Text as above.
- If Liberty Card:
TBA
- (2) If financial institution does not allow another PIN try:
"I'm sorry. Your bank did not accept that code."
"I'm sorry. I did not recognize that code."
- For further assistance, please see a
postal representative during regular
business hours."

Fig 154

Which Country?

(1)

Netherlands

Netherlands Antilles

New Caledonia

New Zealand

Newfoundland

(2)

More

(3)

More

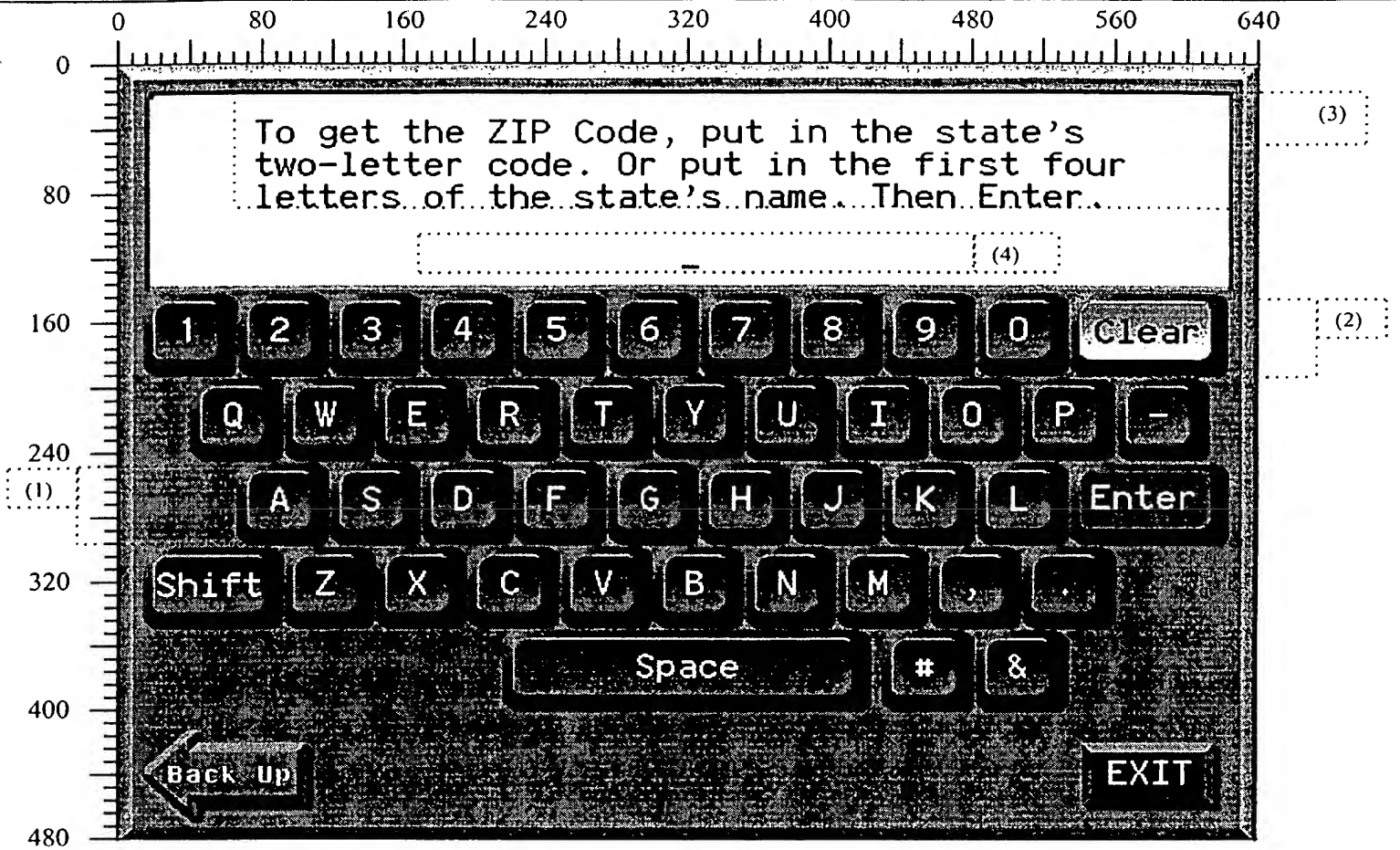
Back Up

EXIT

VARIABLE ELEMENTS Country/City/State names are derived from Look-Up Tables

- (1) App displays nearest alpha match on third button unless:
 - a. If nearest match is or 1st alphabetically display first alpha country (i.e., Abu Dhabi) on 1st button.
 - b. If nearest match is 2nd alphabetically display nearest alpha country on 2nd button.
 - c. If nearest match is next-to-last alphabetically display last alpha country on last button.
 - d. If nearest match is last alphabetically display last alpha country (i.e., Zimbabwe) on last button.
- (2) If top button displays first alpha entry in Look-Up Table:
Suppress this button.
- (3) If bottom button displays last alpha entry in Look-Up Table:
Suppress this button.

Fig 155



VARIABLE ELEMENTS

- (1) Shift button toggles letter keys between upper and lower case letters.
- (2) Before any letter has been input, "Erase" button reads "Clear". When system has accepted letter input and displays it, "Clear" changes to "Erase" (as shown). If all letters erased, it becomes "Clear" again.
- (3) If user came to this screen by touching the International button on Scr:022: (in following example virgule (/) represents line break)
"Please touch the first letter of the /country's name. Then Enter."
- (4) Curser (underscore) to indicate area of user input.

RULES FOR HANDLING USER INPUT

- (1) Before input, System displays an underscore where 1st letter will appear.
- (2) System accepts up to 20 letters and/or spaces.
- (3) Letters appear with left alignment.
- (4) If user touches numbers or symbols, "boop."
- (5) If user touches letter or Space after maximum has been input, "boop."
- (6) If user makes no valid letter entry and touches Enter, "boop."
- (7) When yellow button says "Clear," it equals Back Up

Fig 15b

(2) OHIO? Yes No

1 2 3 4 5 6 7 8 9 0 Erase

Q W E R T Y U I O P -

A S D F G H J K L Enter

Shift Z X C V B N M , .

Space # &

Back Up EXIT

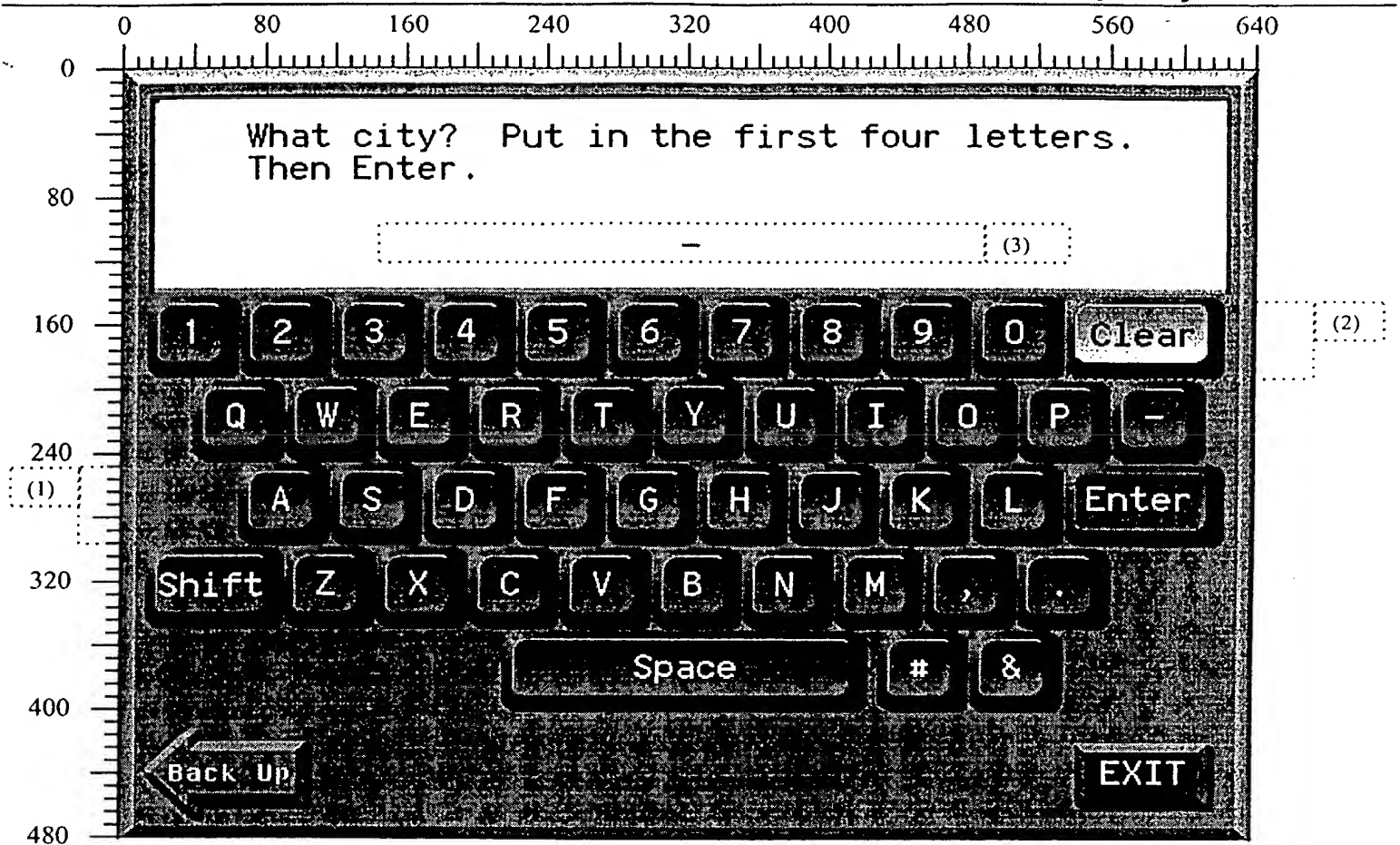
VARIABLE ELEMENTS

- (1) Shift button toggles letter keys between upper and lower case letters.
- (2) If coming from Scr:029
 Var:statname
- If coming from Scr:031
 Var:cityname

RULES FOR HANDLING USER INPUT

- (1) Only Yes, No, Y & N keys are enabled. Y=yes N=No.
- (2) "Clear" equals Back Up

Fig 157



VARIABLE ELEMENTS

- (1) Shift button toggles letter keys between upper and lower case letters.
- (2) Before any letter has been input, "Erase" button reads "Clear"
When system has accepted letter input and displays it, "Clear" changes to "Erase" (as shown). If all letters erased, it becomes "Clear" again.
- (3) Curser (underscore) to indicate area of user input.

RULES FOR HANDLING USER INPUT

- (1) Before input, System displays an underscore where 1st letter will appear.
- (2) System accepts up to 28(?) letters and/or spaces.
- (3) Letters appear with left alignment.
- (4) If user touches numbers or symbols (except hyphen), "boop."
- (5) If user touches letter or Space after maximum has been input, "boop."
- (6) If user makes no valid letter entry and touches Enter, "boop."
- (7) When yellow button says "Clear," it equals Back Up

Fig 158

Please fill in the rest of the address.
Then Enter.

SPRINGFIELD, OH

1 2 3 4 5 6 7 8 9 0 Clear

Q W E R T Y U I O P -

A S D F G H J K L Enter

Shift Z X C V B N M , .

Space # &

Back Up EXIT

(1) (2) (3) (4) (5)

VARIABLE ELEMENTS

- (1) Shift button toggles letter keys between upper and lower case letters.
- (2) Before any letter has been input, "Erase" button reads "Clear"
When system has accepted letter input and displays it, "Clear" changes to "Erase" (as shown). If all letters erased, it becomes "Clear" again.
- (3) If user is entering address to find ZIP: as above.
If user is entering address for Certified or Express
"Street address? Then Enter." (as above)
If user is entering current address for Hold Mail:
"Your street address? Then Enter."
If user is entering current address for Change of Address:
"Current street address? Then Enter."
If user is entering new address for Change of Address:
"New street address? Then Enter."
- (4) User input followed by cursor (underscore).
- (5) City/State/ZIP based on user ZIP input.

ULES FOR HANDLING USER INPUT: Same as for Scr:033

Fig 159

Restrict delivery to whom?
First and last name. Then Enter.

— (4)

1 2 3 4 5 6 7 8 9 0 Clear (2)

Q W E R T Y U I O P —

A S D F G H J K L Enter (1)

Shift Z X C V B N M , .

Space # &

Back Up EXIT

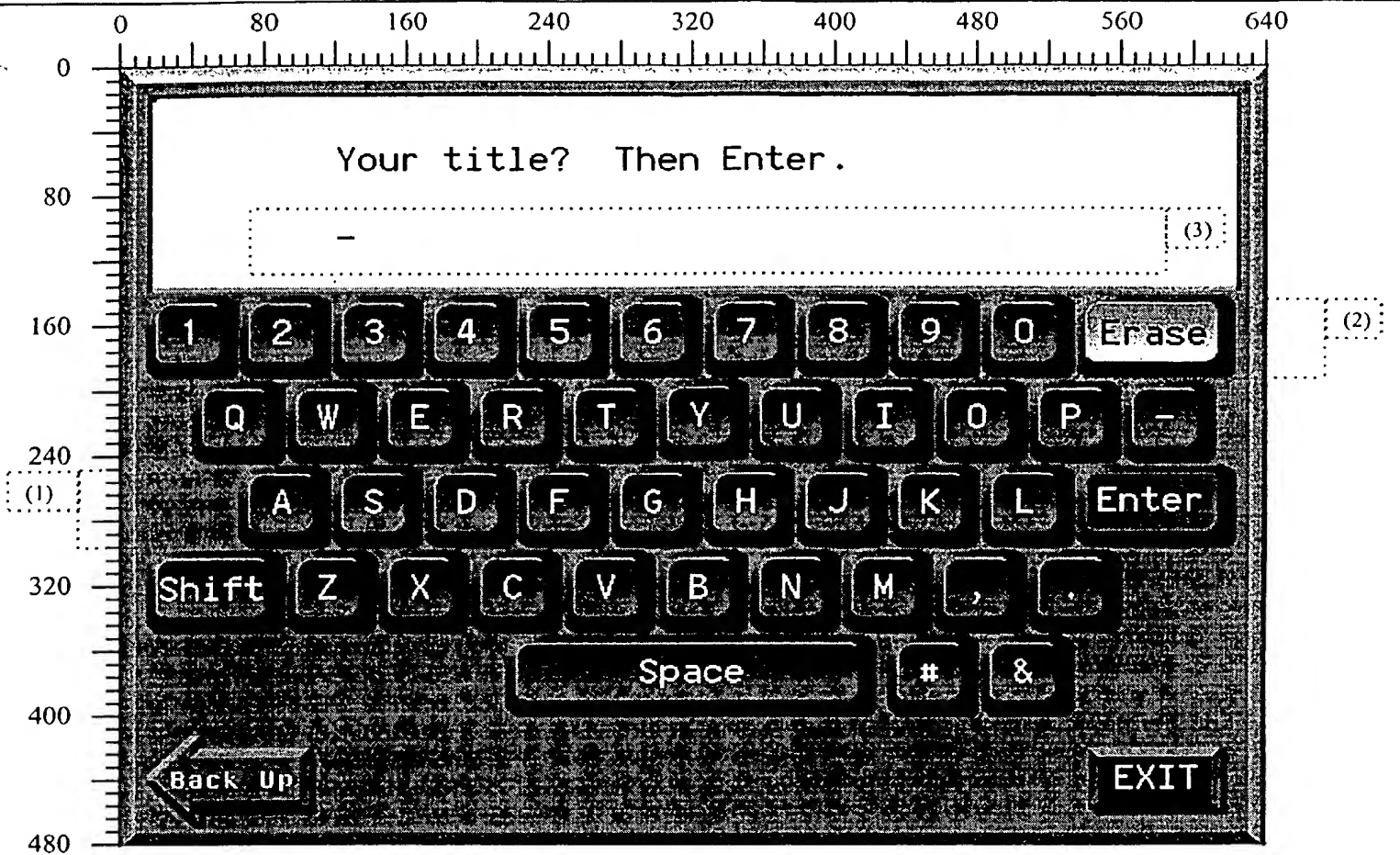
VARIABLE ELEMENTS

- (1) Shift button toggles letter keys between upper and lower case letters.
- (2) Before any character has been input, "Erase" button reads "Clear"
When system has accepted letter input and displays it, "Clear" changes to "Erase" (as shown). If all letters erased, it becomes "Clear" again.
- (3) **Var:namentry**
- (4) Curser (underscore) to indicate area of user input.

RULES FOR HANDLING USER INPUT

- (1) Before input, System displays an underscore where 1st letter will appear.
- (2) System accepts up to 40 characters and/or spaces.
- (3) Letters appear with left alignment.
- (4) If user touches character or Space after maximum has been input, "boop."
- (5) If user makes no valid character entry and touches Enter, "boop."
- (6) When yellow button says "Clear," it equals Back Up

Fig 160



VARIABLE ELEMENTS

- (1) Shift button toggles letter keys between upper and lower case letters.
- (2) Before any character has been input, "Erase" button reads "Clear". When system has accepted letter input and displays it, "Clear" changes to "Erase" (as shown). If all letters erased, it becomes "Clear" again.
- (3) Curser (underscore) to indicate area of user input.

RULES FOR HANDLING USER INPUT:

Same as for Scr:033

Fig 161

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Full business name? Then Enter. (3)

(4)

1 2 3 4 5 6 7 8 9 0 Clear (2)

Q W E R T Y U I O P -

A S D F G H J K L Enter

Shift Z X C V B N M , .

Space # &

Back Up EXIT

(1)

VARIABLE ELEMENTS

- (1) Shift button toggles letter keys between upper and lower case letters.
- (2) Before any letter has been input, "Erase" button reads "Clear"
When system has accepted letter input and displays it, "Clear" changes to "Erase" (as shown). If all letters erased, it becomes "Clear" again.
- (3) If entering a business name for Hold Mail or Change of Address:
as above.
Otherwise: "Business Name? Then Enter."
- (4) Curser (underscore) to indicate area of user input.

RULES FOR HANDLING USER INPUT:

Same as for Scr:033

Fig 162

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

For a Return Receipt, your ZIP Code? Then Enter. (3)

- (3)

1 2 3 4 5 6 7 8 9 0 Clear (2)

Q W E R T Y U I O P -

A S D F G H J K L Enter (1)

Shift Z X C V B N M , .

Space # &

Back Up EXIT

VARIABLE ELEMENTS

- (1) Shift button toggles letter keys between upper and lower case letters.
- (2) Before any letter has been input, "Erase" button reads "Clear". When system has accepted letter input and displays it, "Clear" changes to "Erase" (as shown). If all letters erased, it becomes "Clear" again.
- (3) For a Return Receipt: as above.
For return address on an Express Mail label:
"Your ZIP Code? Then Enter."
For current ZIP, Change of Address, one-at-a-time change:
"What is the ZIP Code today? Then Enter."
- (4) Curser (underscore) to indicate area of user input.

RULES FOR HANDLING USER INPUT

- (1) Before input, System displays an underscore where 1st number will appear.
- (2) System accepts up to 11 numbers and/or hyphens
- (3) Numbers appear with left alignment
- (4) If user touches letters or symbols (except hyphen), "boop."
- (5) If user touches any character after maximum has been input, "boop."
- (6) If user makes no valid letter entry and touches Enter, "boop."
- (7) When yellow button says "Clear," it equals Back Up

Fig 163

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Is the address for the Return Receipt (1)
for a residence or a business?

Residence

Business

Back Up

EXIT

VARIABLE ELEMENTS

- (1) If for a Return Receipt address: as above.
If for a recipient address:
 "Is it going to a residence or business?"
If for a return address on an Express Mail label:
 "Is the return address a residence
 or business?"

Fig 164

0	80	160	240	320	400	480	560	640
0								
80								
160	If there is any question about whether your package will fit, please check the size to the left.							
240	Will your package fit?							
320	<input type="button" value="Yes"/>							
400	<input type="button" value="Not sure"/>							
480	<input type="button" value="Back Up"/>						<input type="button" value="EXIT"/>	

VARIABLE ELEMENTS

Fig 145

The image shows a screenshot of a mail service interface. A ruler is overlaid on the left side, with horizontal markings from 0 to 640 and vertical markings from 0 to 480. The interface text is as follows:

To mail a package here, first please
check to be sure your package will fit
in the package mail box.

If it doesn't fit, please take it to a
(1) window to mail it.

May I help you with something else?

Yes No

EXIT

VARIABLE ELEMENTS

- (1) If CST is not located in PO:
"Post Office"

Fig 166

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Do you want to mail it to...

1 SOUTH
PEEKSKILL, NY 10566-2468 (1)

Yes No

Back Up

EXIT

VARIABLE ELEMENTS

- (1) Street/City/St/ZIP+4] input by user or found by system based on user ZIP input.
Only City/St/ZIP displayed if ZIP+4 not found.

Fig 167

Are you mailing it in a Priority Mail Flat Rate envelope?

(Anything that fits costs only \$3.00)

FLAT RATE ENVELOPE
15" x 12" x 3/4" (39 x 30 x 2 cm)
MAXIMUM WEIGHT 10 LBS (4.5 kg)

PRIORITY MAIL

Yes No

Back Up EXIT

VARIABLE ELEMENTS

- (1) If user chose to mail a Letter or Large Envelope

"Are you mailing it in a Priority Mail Flat Rate envelope?"

(Anything that fits costs only [PRICE OF PRIORITY FLAT RATE])"
(as shown above.)

If user chose to mail a Package:

"Are you mailing it in a Priority Mail box?"

- (2) If user chose to mail a Letter or Large Envelope:
Graphic is Bmp:priflenv

If user chose to mail a Package:

Graphic is Bmp:pribox


SPECIAL GRAPHICS

- 1) Packaging graphic--see Variable Element (2) above.

Fig 168

0 80 160 240 320 400 480 560 640

0 To be sure of priority handling, your letter must be mailed in a Priority Mail envelope.

80  If it won't fit in a Flat Rate envelope, please put it in a Priority Mail regular envelope or box.

160

240 Which will you use?

320 **Priority Mail regular envelope**

400 **Priority Mail box**

480 **Back Up** **EXIT**

VARIABLE ELEMENTS

SPECIAL GRAPHICS:

A) Small priority box--bmp:priboxsm

Fig 169

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

What would you like to do?

Make a change

No change, everything's okay

Cancel it

EXIT

VARIABLE ELEMENTS

Fig 170

0 80 160 240 320 400 480 560 640

0

Some things are less expensive to mail.
Does your package qualify for a reduced rate?

(1)

80 No, send it regular Parcel Post

160 Yes, reduced rate for books or computer software

240 Yes, reduced rate for records, tapes or sheet music

320 Yes, reduced rate for medical material
(To doctors, hospitals, medical schools or students)

400 Yes, reduced rate for bound advertising, promotion, directory or editorial material

480

Back Up

EXIT

VARIABLE ELEMENTS

- (1) Display only reduced rate categories that weight of item allow s.

Fig 171

0 80 160 240 320 400 480 560 640

0

Warning, reduced rate packages may be opened and inspected.

80

If upon inspection, a package is found to have insufficient postage, it may not be delivered.

160

What would you like to do?

240

Send it reduced rate

320

Send it regular Parcel Post

400

480

Back Up

EXIT

VARIABLE ELEMENTS

Fig 172

0 80 160 240 320 400 480 560 640

0 Which Certified Mail option?
Prices include postage.

80 Proof of delivery kept at the Post Office \$1.67 (1)

160 Return Receipt sent to you \$2.77 (2)

240 Restricted delivery to a specific person \$4.42 (3)

320 Restricted delivery with a Return Receipt sent to you \$5.52 (4)

400 Just send it First Class \$.32 (5)

480 (6)

Back Up EXIT

VARIABLE ELEMENTS

- (1) [PRICE] for Certified Mail, no Return Receipt + postage
- (2) [PRICE] for Certified Mail, Return Receipt + postage
- (3) [PRICE] for Certified Mail, Restricted Delivery + postage
- (4) [PRICE] for Certified Mail, Restricted Delivery, Return Rcpt + postage
- (5) [PRICE] for First Class/Priority postage
- (6) If chosen class is First Class
"First Class" (as shown)
If chosen class is Priority
"Priority Mail"

Fig 173

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

(1)

For an additional \$1.10, you can also
get a signed Return Receipt sent to you
with the date of delivery.

Would you like a Return Receipt?

Yes No

Back Up

EXIT

VARIABLE ELEMENTS

(1) Price of additional Return Receipt service

Fig 174

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Do you want to hold the mail for a residence
or a business?

Residence

Business

Back Up

EXIT

VARIABLE ELEMENTS

Fig 175

0 80 160 240 320 400 480 560 640

0

80

160

What would you like to do?

Just send it First Class (1)

240

Everything's okay, send it Certified Mail

320

400

480

EXIT

VARIABLE ELEMENTS

(1) If chosen class is Priority: "Priority Mail."

Fig 176

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

W A R N I N G

Submitting false or inaccurate information
is against the law.

A confirmation of this Change of Address
request will be sent to both addresses. (1)

Should I go ahead and submit the Change
of Address request? (2)

Yes No

Back Up

EXIT

VARIABLE ELEMENTS

- (1) If Hold Mail, suppress this paragraph.
- (2) If Change of Address: as shown
If Hold Mail:
"Should I go ahead and submit your Hold Mail
request?"

Fig 177

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Is your package in an Express Mail box?



Yes No

Back Up

EXIT

VARIABLE ELEMENTS

SPECIAL GRAPHICS

A) bmp:expbox

Fig 178

0 80 160 240 320 400 480 560 640

0

80

160

We can deliver a 1 oz Express Mail
to SCHENECTADY, NY 12345, tomorrow by noon
if you mail it here before 6:10 PM today. (1)

240

The postage is \$10.75 (4)

320

Have you already filled out the Express Mail
label?

400

480

Back Up

EXIT

VARIABLE ELEMENTS

- (1) **Var:candel2** (Sentence which informs users how quickly a mailed item will be delivered at Express Mail class, depending on time of day and destination ZIP)
- (2) **[PRICE]** of Express Mail for weight detected on scale

Fig 179

Would you like me to fill out the
Express Mail label for you?

Yes No

Back Up EXIT

VARIABLE ELEMENTS

Fig 180

0 80 160 240 320 400 480 560 640

(1) 0

80 How may I help you?

160 (2) Get a signed Return Receipt for an additional \$1.10

240 (3) Buy the \$10.75 stamp

320 Already stamped, buy less postage

400

480 Back Up EXIT

VARIABLE ELEMENTS

- (1) If forms ARE available: as shown
If forms are NOT available:
"Express Mail labels are available in the Post Office lobby. Please fill one out and take it to a postal representative during regular business hours.

How may I help you?"
- (2) If Return Receipt forms ARE available:
"for an additional [PRICE of Return Receipt]?" as shown
If Return Receipt forms NOT available:
"I'm sorry. I can't do this now." in smaller font
- (3) [PRICE] of postage for weight detected at Express rate)

Fig 181

	0	80	160	240	320	400	480	560	640
0									
80									
160									
240	Is it okay to deliver this on a weekend or holiday?								
320	<input type="radio"/> Yes <input type="radio"/> No								
400									
480	<input type="button" value="Back Up"/> <input type="button" value="EXIT"/>								

VARIABLE ELEMENTS

Fig 182

0 80 160 240 320 400 480 560 640

0

80 Which one?

160 No weekend delivery

240 No holiday delivery

320 No weekend and no holiday delivery

400

480

Back Up

EXIT

VARIABLE ELEMENTS

Fig 183

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Do you want us to require a signature
before delivery?

Yes No

Back Up

EXIT

VARIABLE ELEMENTS

Fig 184

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

It will be delivered to:

JOHN SMITH (1)

THE ABC COMPANY (2)

123 W MAIN ST (3)

SPRINGFIELD, OH 45502-1311 (4)

This is correct

Make a change

EXIT

VARIABLE ELEMENTS

- (1) Name input by user
- (2) Business name input by user (suppress if user chose Residence on Scr:037)
- (3) Street input by user
- (4) City, State & ZIP/ZIP+4, derived from ZIP/ZIP+4 input by user/found by CST.

fig 185

The screenshot shows a terminal window with a coordinate grid. The horizontal axis (top) ranges from 0 to 640 in increments of 80. The vertical axis (left) ranges from 0 to 480 in increments of 80. The text content is as follows:

I'm sorry, I can't find ZIP Code 99999. (1)

Do you want to try again?

Yes No

EXIT

VARIABLE ELEMENTS

(1) ZIP or ZIP+4 entered by user.

Fig 186

	0	80	160	240	320	400	480	560	640
0									
80									
160									
240	May I help you with something else?								
320	<input type="radio"/> Yes <input type="radio"/> No								
400									
480	<input type="button" value="EXIT"/>								

VARIABLE ELEMENTS

Fig 187

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

The receipt will be returned to:

JOHN SMITH (1)

THE ABC COMPANY (2)

123 W MAIN (3)

SPRINGFIELD, OH 45504-2468 (4)

This is correct

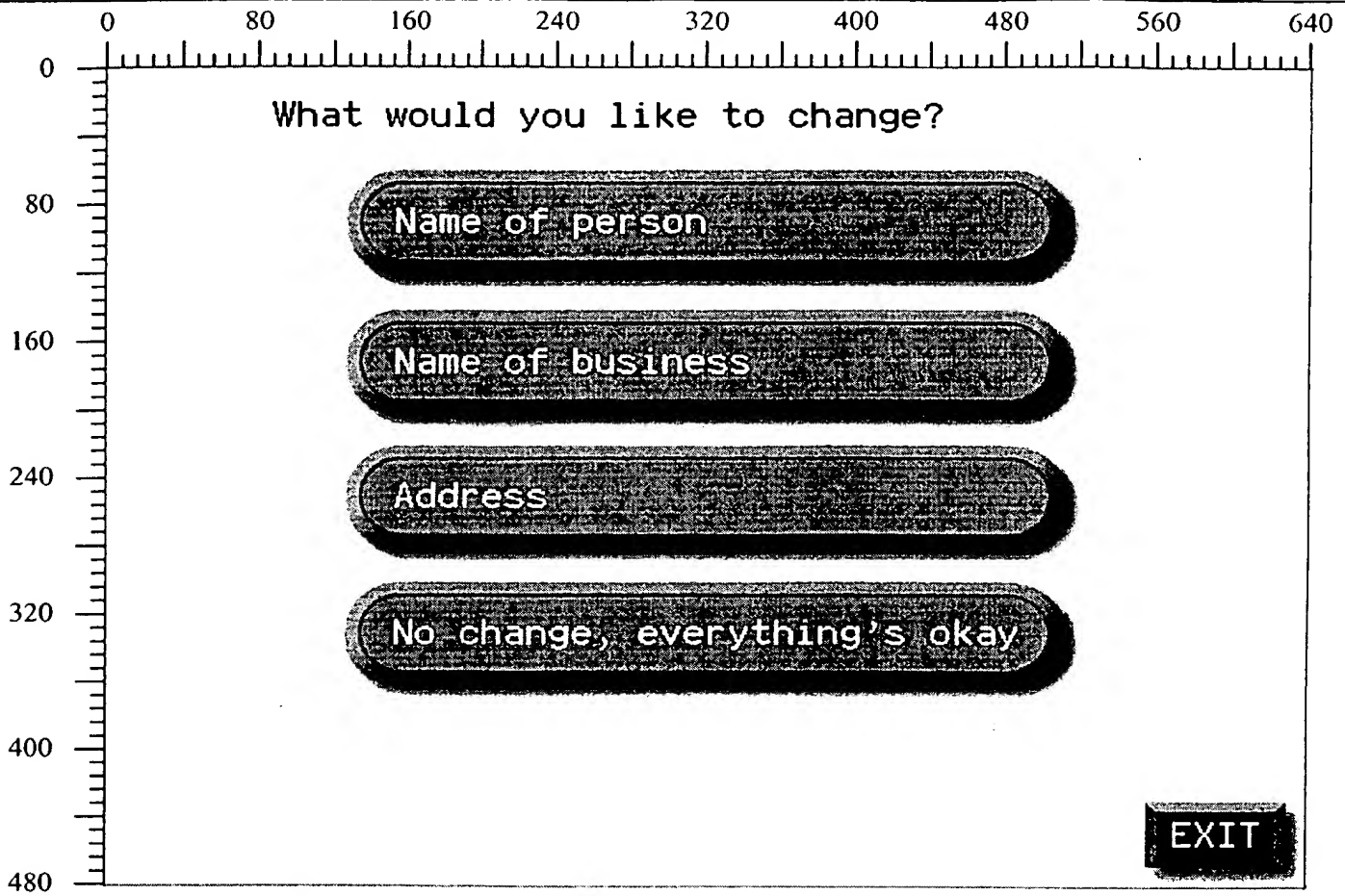
Make a change

EXIT

VARIABLES

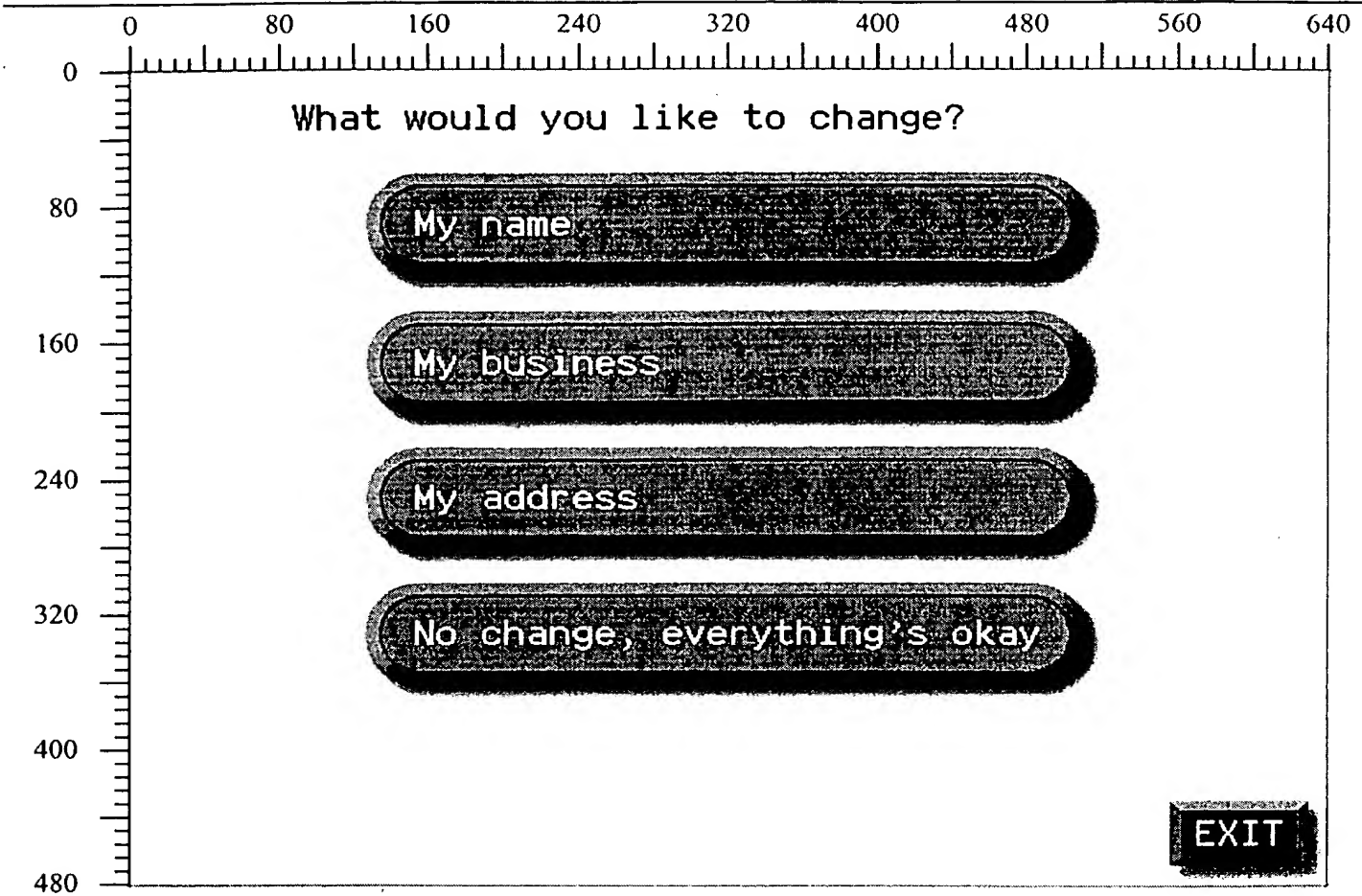
- (1) Name input by user
- (2) Business name input by user (suppress if user chose Residence on Scr:037)
- (3) Street input by user
- (4) City, State & ZIP/ZIP+4, derived from ZIP/ZIP+4 input or found by user.

Fig 188



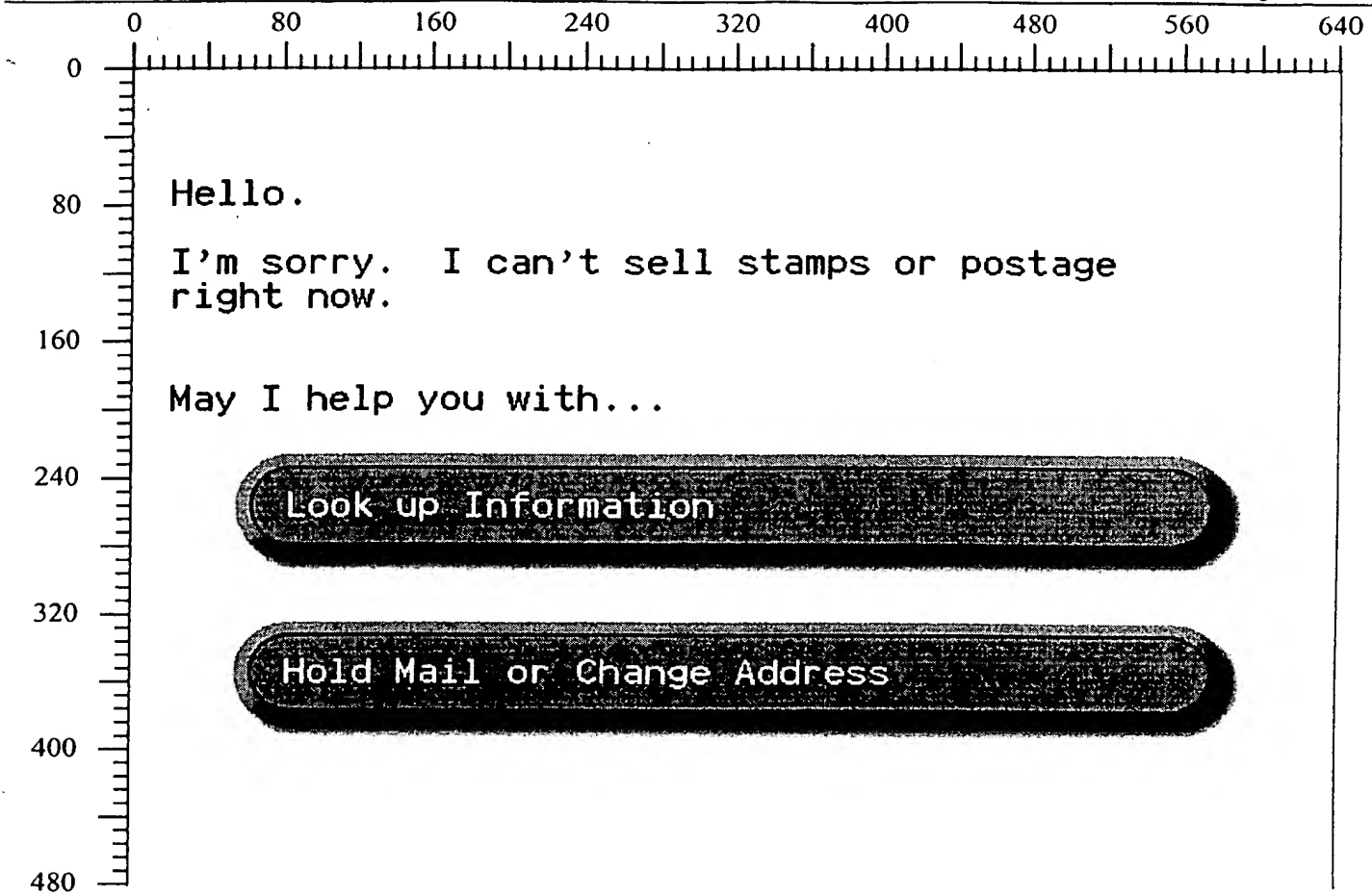
VARIABLES

Fig 189



VARIABLES

Fig 200



VARIABLES


Fig 251

0 80 160 240 320 400 480

0 80 160 240 320 400 480

Please take your Certified Mail form from below. Your stamp is below and to the left. (1)

To apply the Return Receipt card and Certified Mail sticker, follow the instructions on the form. (2)

 I'm printing your receipt.
Just a moment, please.

VARIABLES

This is how screen cm25 appears immediately after user selects Yes to Would you like a receipt?

- 1) For Certified Mail text as above and on Screen 066 (see also Variable 2)
For Express Mail with CST label, no Return Receipt, use designated text on Screen 068
For Express Mail with CST label and Return Receipt, use designated text on Screen 072
For Express Mail, user's label with Return Receipt use designated text on Screen 074
For Express Mail, user's label no Return Receipt, use designated text on Screen 076
For Priority Mail package in user's packaging, use designated text on Screen 080.

The gray box with message and flashing green arrow appears where the "Would-you-like-a-receipt" prompt and Yes-No buttons occurred on the above-mentioned screens.

- 2) For Certified Mail, Return Receipt:
Text as above.

For Certified Mail, No Return Receipt:
To apply the Certified Mail sticker,
follow the instructions on the form.

Fig 202

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Please take your Certified Mail form from below. Your stamp is below and to the left. (1)

To apply the Return Receipt card and Certified Mail sticker, follow the instructions on the form. (2)

Would you like a receipt?

Yes No

EXIT

VARIABLES

1) If a user chooses "Yes," this text remains as the "I'm-printing-your-receipt.-Just-a-moment,-please." message appears at the lower-middle of the screen (see cm25a, Scr:065).

2) For Certified Mail, Return Receipt:
Text as above.

For Certified Mail, No Return Receipt:
"To apply the Certified Mail sticker,
follow the instructions on the form. "

Fig 203

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Please take your Certified Mail form from below. Your stamp is below and to the left.

To apply the Return Receipt card and Certified Mail sticker, follow the instructions on the form. (2)

Please take your receipt from above. (1)

May I help you with something else?

Yes No

EXIT

VARIABLES

1) If no receipt was printed, this text is suppressed.

2) For Certified Mail, Return Receipt:
Text as above.

For Certified Mail, No Return Receipt:
"To apply the Certified Mail sticker,
follow the instructions on the form. "

Fig 204

0 80 160 240 320 400 480 560 640

0 80 160 240 320 400 480

Please take your Express Mail label from below. Your stamp is below and to the left. (1)

Paste the stamp on the back of the Express Mail envelope.

Follow the instructions on the Express Mail label. Then drop the envelope in an Express Mail box.

Would you like a receipt?

Yes No

EXIT

VARIABLES

- 1) If a user chooses "Yes," this text remains as the "I'm-printing-your-receipt.-Just-a-moment,-please." message appears at the lower-middle of the screen (see cm25a, Scr:065).

Fig 205

	0	80	160	240	320	400	480	560	640
0									
80	<p>Please take your Express Mail label from below. Your stamp is below and to the left.</p>								
160	<p>Paste the stamp on the back of the Express Mail envelope.</p>								
240	<p>Follow the instructions on the Express Mail label. Then drop the envelope in an Express Mail box.</p>								
320	<p>May I help you with something else?</p>								
400	<p><input type="button" value="Yes"/> <input type="button" value="No"/></p>								
480	<p><input type="button" value="Back Up"/> <input type="button" value="EXIT"/></p>								

VARIABLES

Fig 204

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Please take your Express Mail form
from below. Your stamp is below
and to the left.

Paste the stamp on the back of the
Express Mail envelope.

Please take your receipt from above. (1)

May I help you with something else?

Yes No

Back Up

EXIT

VARIABLES

- 1) If no receipt was printed, this text is suppressed.

Fig 201

0 80 160 240 320 400 480 560 640

0 80 160 240 320 400 480

Please take your Express Mail form
and Return Receipt card from below.
Your stamp is below and to the left.

(1)

Then follow the instructions on the
form on how to apply the form,
Return Receipt card and stamp to the
Express Mail envelope.

Would you like a receipt?

Yes No

EXIT

VARIABLES

- 1) If a user chooses "Yes," this text remains as the "I'm-printing-your-receipt.-Just-a-moment,-please." message appears at the lower-middle of the screen (see cm25a, Scr:065).

Fig 208

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Please take your Express Mail form
and Return Receipt card from below.
Your stamp is below and to the left.

Then follow the instructions on the
form on how to apply the form,
Return Receipt card and stamp to the
Express Mail envelope.

Please take your receipt from above. (1)

May I help you with something else?

Yes No

EXIT

VARIABLES

- 1) If no receipt was printed, this text is suppressed.

Fig 209

A terminal window with a coordinate grid. The horizontal axis (x) ranges from 0 to 640 with major ticks every 80 units. The vertical axis (y) ranges from 0 to 480 with major ticks every 80 units. A dashed rectangular box is centered on the screen, spanning from approximately x=220 to x=815 and y=165 to y=335. Inside this box, the text "Please take your Return Receipt card from below. Your stamp is below and to the left." is displayed. To the right of the box, at approximately (825, 175), is a small label "(1)". Below the dashed box, the text "Would you like a receipt?" is displayed. Underneath this text are two oval-shaped buttons labeled "Yes" and "No". In the bottom right corner of the terminal window, there is a rectangular button labeled "EXIT".

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

(1)

Please take your Return Receipt card
from below. Your stamp is below and
to the left.

Would you like a receipt?

Yes No

EXIT

VARIABLES

- 1) If a user chooses "Yes," this text remains as the "I'm-printing-your-receipt.-Just-a-moment,-please." message appears at the lower-middle of the screen (see cm25a, Scr:065).

Fig 210

Please take your Return Receipt card
from below. Your stamp is below and
to the left.

Please take your receipt from above. (1)

May I show you how to apply the Return
Receipt card and stamp?

Yes No

EXIT

VARIABLES

- 1) If no receipt was printed, this text is suppressed.

Fig 211

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Please take your Express Mail stamp from below and to the left. (1)

Paste the label and stamp on the back of the Express Mail envelope. Then drop it in the Express Mail box.

Would you like a receipt?

Yes No

EXIT

VARIABLES

- 1) If a user chooses "Yes," this text remains as the "I'm-printing-your-receipt.-Just-a-moment,-please." message appears at the lower-middle of the screen (see cm25a, Scr:065).

Fig 212

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Please take your Express Mail stamp
from below and to the left.

Paste the label and stamp on the back
of the Express Mail envelope. Then
drop it in the Express Mail box.

Please take your receipt from above. (1)

May I help you with something else?

Yes No

EXIT

VARIABLES

- 1) If no receipt was printed, this text is suppressed.

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Please take your Express Mail form
and Return Receipt card from below.
Your stamp is below and to the left.

Then follow the instructions on the
form on how to apply the form,
Return Receipt card and stamp to the
Express Mail envelope.

May I help you with something else?

Yes No

EXIT

VARIABLES

Fig 214

	0	80	160	240	320	400	480	560	640
0									
80	Please take your Express Mail label from below. Your stamp is below and to the left.								
160	Paste the stamp on the back of the Express Mail envelope.								
240	Follow the instructions on the Express Mail label. Then drop the envelope in an Express Mail box.								
320	May I help you with something else?								
400	<input type="radio"/> Yes <input type="radio"/> No								
480	<input type="button" value="Back Up"/> <input type="button" value="EXIT"/>								

VARIABLES

Fig 215

	0	80	160	240	320	400	480	560	640
0									
80									
160	Please take your Return Receipt card from below. Your stamp is below and to the left.								
240									
320	May I show you how to apply the Return Receipt card and stamp?								
400	<input type="button" value="Yes"/> <input type="button" value="No"/>								
480	<input type="button" value="EXIT"/>								

VARIABLES

The screenshot shows a terminal window with a coordinate grid. The horizontal axis (x) is at the top, ranging from 0 to 640 in increments of 80. The vertical axis (y) is on the left, ranging from 0 to 480 in increments of 80. A dashed rectangular box is positioned in the upper-middle section of the screen, containing the text: "Please take your Priority stamp from below and to the left." To the right of this box, at approximately (640, 100), is a small label "(1)". Below the dashed box, centered horizontally, is the question "Would you like a receipt?". Underneath this question are two oval-shaped buttons labeled "Yes" and "No". In the bottom right corner of the screen area, there is a rectangular button labeled "EXIT".

VARIABLES

- 1) If a user chooses "Yes," this text remains as the "I'm-printing-your-receipt.-Just-a-moment,-please." message appears at the lower-middle of the screen (see cm25a, Scr:065).

Fig 2m

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Please take your Priority stamp from below
and to the left.

Priority stickers are available in the lobby.
Put one on each side of your package.

Please take your receipt from above. (1)

May I help you with something else?

Yes No

EXIT

VARIABLE ELEMENTS

- 1) If no receipt was printed, this text is suppressed.

fig 218

0 80 160 240 320 400 480 560 640

0

80

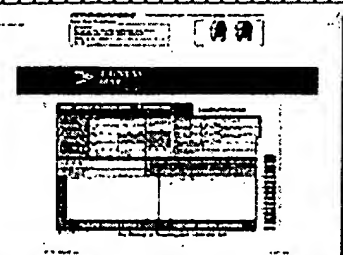
160

240


320

400

480



1 Paste the Express Mail label and stamp on the back of the Express Mail envelope.



2 Paste the Return Receipt card on the front of the Express Mail envelope.

Then put it in an Express Mail mailbox.

May I help you with something else?

VARIABLE ELEMENTS

SPECIAL GRAPHICS

A) `bmp:explbenv`

Fig 219

0 80 160 240 320 400 480 560 640

0

80

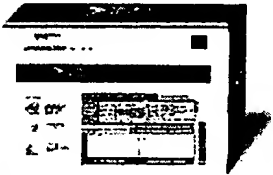
160

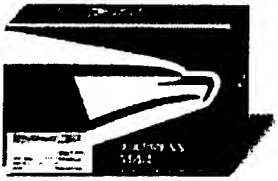
240

320

400

480

 **1** Paste the Express Mail label and stamp on the back of the Express Mail box.

 **2** Paste the Return Receipt card on the front of the Express Mail box.

Place it in an Express Mail mailbox.

May I help you with something else?

VARIABLE ELEMENTS

SPECIAL GRAPHICS

A) `bmp:explbbox`

Fig 220

0 80 160 240 320 400 480 560 640

0

80


160


240

320

400

480

 **1** Paste the Express Mail label and stamp on the front of the package.

 **2** Paste the Return Receipt card on the front of the package.

Place it in an Express Mail mailbox.

May I help you with something else?

VARIABLE ELEMENTS

SPECIAL GRAPHICS

A) `bmp:explbpkg`

Fig 221

	0	80	160	240	320	400	480	560	640
0									
80									
160	Are you authorized to hold the mail on behalf of the business?								
240	<input type="button" value="Yes"/> <input type="button" value="No"/>								
320									
400									
480	<input type="button" value="Back Up"/> <input type="button" value="EXIT"/>								

VARIABLE ELEMENTS

Fig 222

0 80 160 240 320 400 480 560 640

0 80 160 240 320 400 480

Please take your Express Mail stamp
from below and to the left.

Paste the label and stamp on the back
of the Express Mail envelope. Then
drop it in the Express Mail box.

May I help you with something else?

Yes No

EXIT

VARIABLE ELEMENTS

Fig 223

0 80 160 240 320 400 480 560 640

0

Which may I help you with?

80

160 (1) Look up a ZIP Code
I'm sorry. I can't do this right now.

240 See Mailing Costs

320 Explain Postal Services

400

480

Back-Up

EXIT

VARIABLE ELEMENTS

- 1) If AMS is not available: as shown
If AMS is available:
Suppress error message and center Look Up a ZIP Code vertically on button

Fig 224

0 80 160 240 320 400 480 560 640

0

80

(1)

For PEEKSKILL, NY
the ZIP Code is 10566.

(2)

Do you want the ZIP+4 to be sure
it gets there most quickly?

240

Yes No

320

400

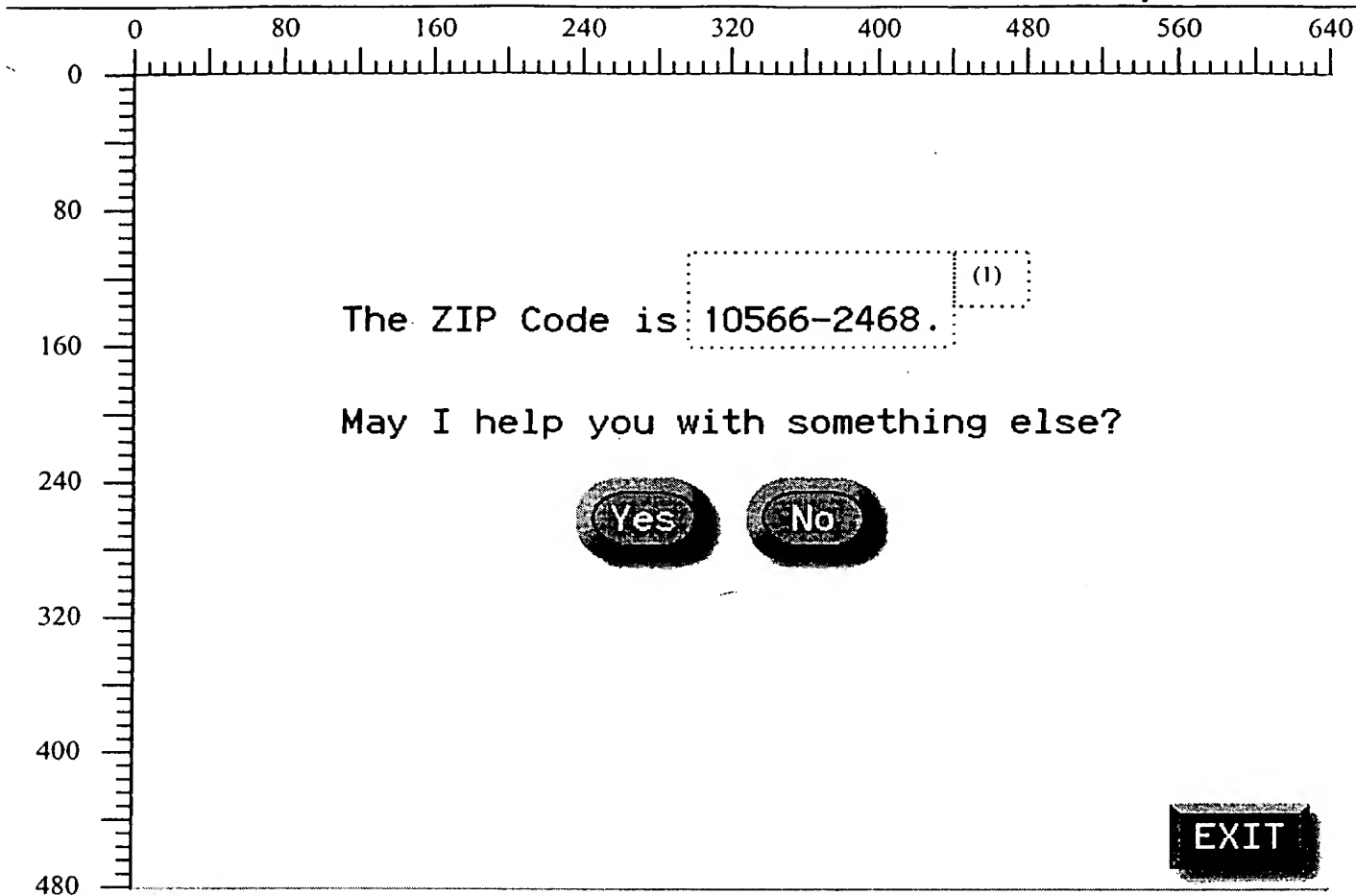
480

EXIT

VARIABLE ELEMENTS

- (1) City, St confirmed by user
- (2) ZIP found by system based on user input

Fig 225



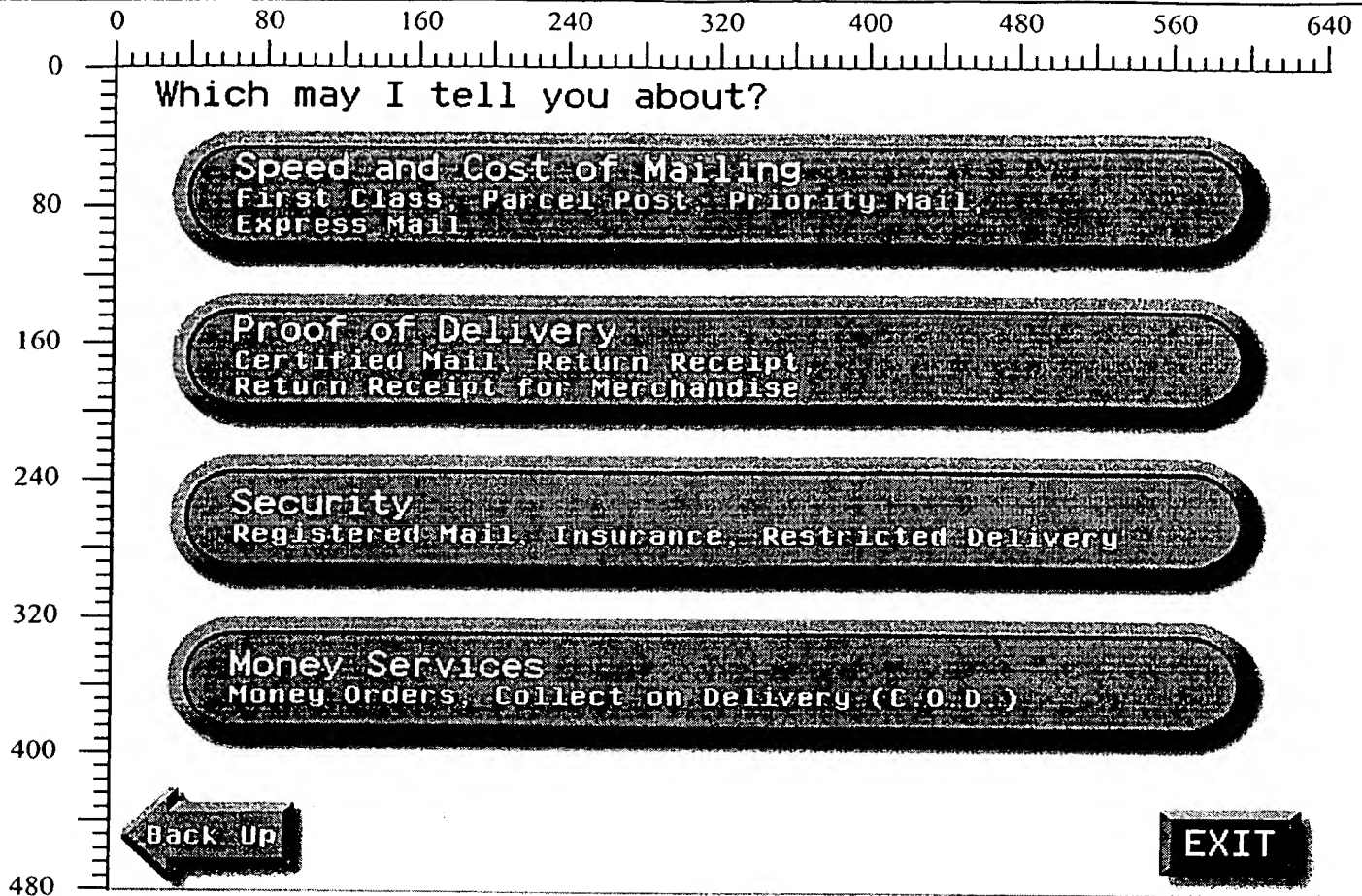
VARIABLE ELEMENTS

(1) ZIP+4 found by System based on user input.

Fig 226

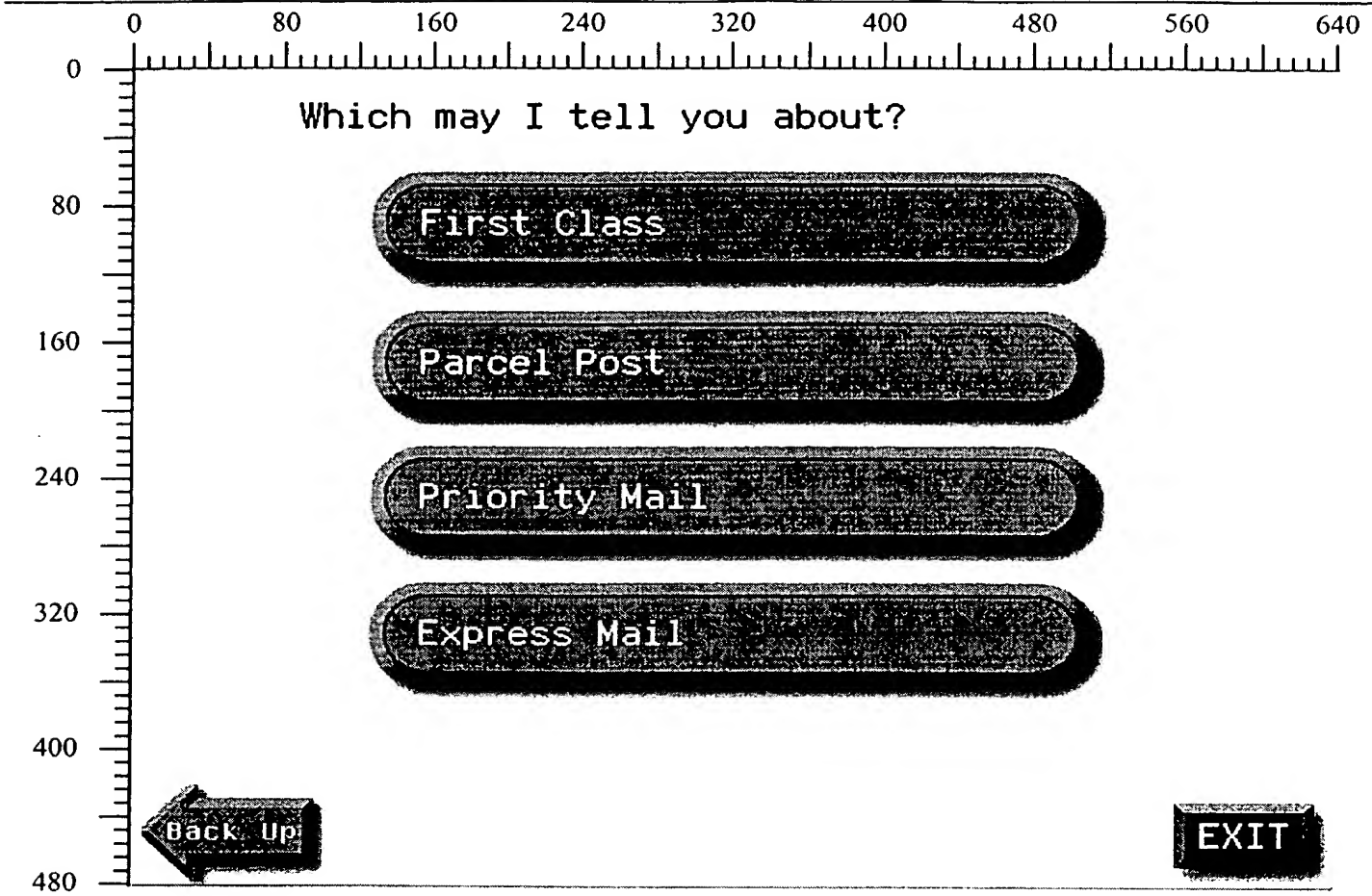
09/807444

expserv - Scr:090



VARIABLE ELEMENTS

Fig 227



VARIABLE ELEMENTS

Fig 228

0	80	160	240	320	400	480	560	640
0	<p>First Class mail is for quick and inexpensive delivery of single pieces weighing 11 ounces or less. First Class mail weighing 12 ounces or more is sent Priority Mail. (1)</p>							
80	<p>A one-ounce letter mailed in the U.S. costs 32 cents. Each additional ounce up to 11 ounces costs 23 cents. (2)</p>							
160	<p>Average delivery time in the U.S. is three days. International delivery times vary by country. (1)</p>							
240	<p>Would you like to send something First Class? (3)</p>							
320	<p>Yes No</p>							
400	<p>Back Up EXIT</p>							
480								

VARIABLE ELEMENTS

- (1) These values are soft-coded. Value is derived from PTMMaint app.
- (2) These values are soft-coded. Value is derived from Postal Rates app.
- (3) If mailing app is not available:
May I tell you more about postal services?

fig 229

0 80 160 240 320 400 480 560 640

0 Parcel Post is the best value for mailing packages when speed is not critical.

80 Delivery in the U.S. takes an average of five to nine days, depending on ZIP Codes. You can mail up to 70 pounds. (1)

160 Your mail may qualify for a reduced "Special Standard" rate if it contains books, records, tapes, computer software, educational or medical material. It may also qualify if mailed by a library, school, university, museum or non-profit organization.

240

320 Would you like to send something Parcel Post? (2)

400 Yes No

480 Back Up EXIT

VARIABLE ELEMENTS

- (1) Value is soft-coded. Value is derived from PTMMaint app.
- (2) If mailing app is not available:
May I tell you more about postal services?

Fig 230

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

560

640

Priority Mail usually gets quicker delivery. Anything that fits in a Priority Mail Flat Rate Envelope--or weighs up to two pounds in regular packaging--costs only \$3.00. Delivery takes an average of two days. (1)

Priority Mail goes to all 50 states, as well as Puerto Rico, the U.S. Virgin Islands and Guam. You can mail up to 70 pounds. (2)

You can also send Global Priority Mail around the world. Average delivery takes four to five days. It starts at just \$3.75. (1)

Would you like to send something Priority Mail? (3)

Yes No

Back Up

EXIT

VARIABLE ELEMENTS

- (1) These values are soft-coded. Value is derived from Postal Rates app.
- (2) Value is soft-coded. Value is derived from PTMMaint app.
- (3) If mailing app is not available:
May I tell you more about postal services?

Fig 231

0 80 160 240 320 400 480 560 640

0

80

Express Mail is our fastest service. To most areas, delivery is guaranteed overnight, every day of the year. Up to eight ounces is only \$10.75. (1)

(2)

160

\$500 insurance is included at no charge.

240

For overseas delivery, use EMS - Express Mail International to more than 200 countries. Delivery time and cost vary by country. Customs forms are required for international packages.

320

Would you like to send something Express Mail? (3)

400

Yes No

480

Back Up

EXIT

VARIABLE ELEMENTS

- (1) Value is soft-coded. Value is derived from Postal Rates app.
- (2) Value is soft-coded. Value is derived from PTMMaint app.
- (3) If mailing app is not available:
May I tell you more about postal services?

Fig 232

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Which may I tell you about?

Certified Mail

Return Receipt

Return Receipt
for Merchandise

Back Up

EXIT

VARIABLE ELEMENTS

Fig 233

	0	80	160	240	320	400	480	560	640
0	Certified Mail is legal proof of delivery.								
80	When we deliver your letter or package Certified Mail, we keep a record of delivery at the Post Office. This service costs \$1.10, plus postage.								
160	If you need a copy, you can get one for \$6.60. (1)								
240	Or you can get a Return Receipt sent to you when the item is delivered for an additional \$1.10. (1)								
320	First Class and Priority Mail can be sent Certified Mail.								
400	May I tell you more about postal services?								
480	<div>Yes No</div> <div>Back Up EXIT</div>								

VARIABLE ELEMENTS

(1) These values are soft-coded. Value is derived from Postal Rates app.

Fig 234

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Return Receipt is proof of delivery immediately sent back to you. It shows the date of delivery, signature of who received the mail and the signer's address if different from what's on the mail.

Return Receipt is available for Certified Mail, Express Mail, Registered Mail, items insured for more than \$50.00, and Collect on Delivery (C.O.D).

(1)

May I tell you more about postal services?

Yes No

Back Up

EXIT

VARIABLE ELEMENTS

(1) Value is soft-coded. Value is derived from PTMMaint app.

Fig 235

0 80 160 240 320 400 480 560 640

0

80 Return Receipt for Merchandise provides a mailing receipt, and a return receipt sent to you. A delivery record is kept at the Post Office where the item was mailed.

160 (1)

This service costs \$1.20 in addition to postage. It is not available for international mail.

240 May I tell you more about postal services?

320 Yes No

400

480 Back Up EXIT

VARIABLE ELEMENTS

(1) Value is soft-coded. Value is derived from Postal Rates app.

Fig 236

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Which may I tell you about?

Registered Mail

Insurance

Restricted Delivery

Back Up

EXIT

VARIABLE ELEMENTS

Fig 237

0 80 160 240 320 400 480 560 640

0

Registered Mail is the most secure service the United States Postal Service offers, and is used to send valuable mail such as jewelry or stock certificates.

80

Registered Mail is carefully monitored, and is signed for at every step up to delivery.

160

The cost of the service is based on the value of the mail, plus postage. At a window, you may buy insurance up to \$5,000. More insurance may be purchased by special arrangement.

240

(1)

320

May I tell you more about postal services?

400

Yes No

480

Back Up

EXIT

VARIABLE ELEMENTS

(1) Value is soft-coded. Value is derived from PTMMaint app.

Fig 238

0 80 160 240 320 400 480 560 640

0

80 Insured Mail typically is used for mailing valuable items such as gifts or merchandise. You may purchase insurance against loss or damage for up to \$5,000. (1)

160 Insurance for \$5,000 costs \$46.60, plus postage. The minimum insurance you can buy is \$50.00, which costs \$0.75 plus postage. (1)

240 Insurance for international mail varies by country. (2)

320 May I tell you more about postal services?

400 Yes No

480 Back Up EXIT

VARIABLE ELEMENTS

- (1) These values are soft-coded. Value is derived from PTMMaint app.
- (2) These values are soft-coded. Value is derived from Postal Rates app.

Fig 239

0 80 160 240 320 400 480 560 640 expserv2

0

80 Restricted Delivery lets you specify that mail be delivered only to a specific person or that person's agent.

(1)

160 Restricted Delivery can be requested for Certified Mail, Registered Mail, items insured for more than \$50.00, and Collect on Delivery (C.O.D.). The price for restricted delivery is an additional \$2.75.

(2)

240

320 May I tell you more about postal services?

320 Yes No

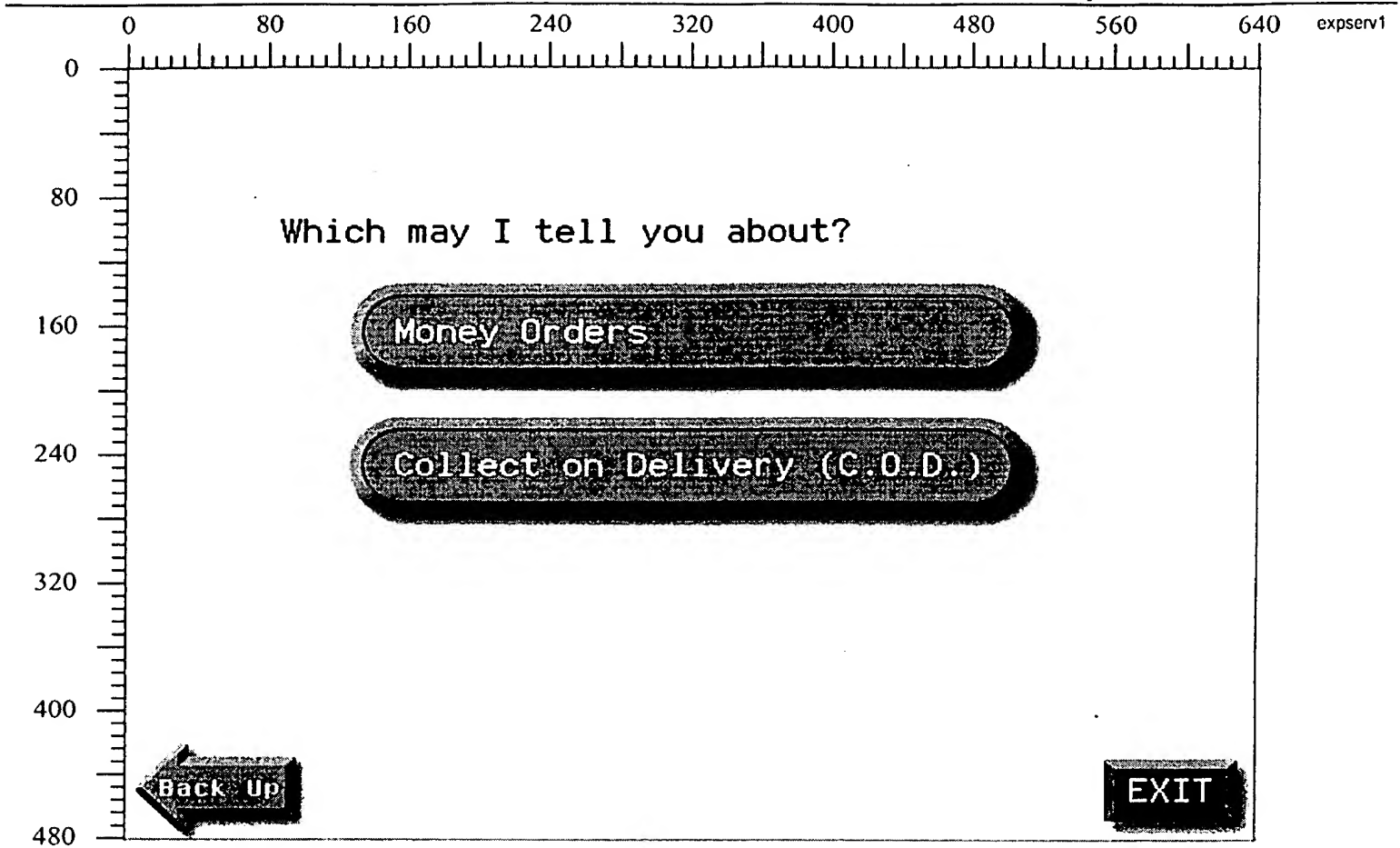
400

480 Back Up EXIT

VARIABLE ELEMENTS

- (1) Value is soft-coded. Value is derived from PTMMaint app.
- (2) Value is soft-coded. Value is derived from Postal Rates app.

fig 240



VARIABLE ELEMENTS

Fig 241

0 80 160 240 320 400 480 560 640 expserv2

0

80

160

240

320

400

480

560

640

Money Orders may be purchased up to \$700 each,
with a maximum daily amount of \$10,000.

They may be purchased with U.S. dollars and some
traveler's checks. To obtain a 100% refund for a
lost or stolen money order, you must have a
receipt.

Money orders may be cashed at any U.S. post office
or bank.

May I tell you more about postal services?

Yes No

Back Up

EXIT

VARIABLE ELEMENTS

(1) These values are soft-coded. Value is derived from PTMMaint app.

Fig 242

	0	80	160	240	320	400	480	560	640	expserv2
0										
80	C.O.D. is a way to collect money for goods you send through the mail. When sending the goods, you pay the postage and C.O.D. fee. The addressee must agree to accept delivery C.O.D. before you mail.									
160	Money for the value of the goods, plus postage and C.O.D. fees if desired, is collected when the mail is delivered.									
240	The minimum C.O.D. fee is (1) \$3.50 for goods valued up to (2) \$50.00. The maximum fee is (1) \$10.50 for goods valued up to (2) \$600.									
320	May I tell you more about postal services?									
400	<div style="display: flex; justify-content: center; gap: 20px;"> <div>Yes</div> <div>No</div> </div>									
480	<div style="display: flex; justify-content: space-between;"> <div>Back Up</div> <div>EXIT</div> </div>									

VARIABLE ELEMENTS

- (1) These values are soft-coded. Value is derived from Postal Rates app.
 (2) These values are soft-coded. Value is derived from PTMMaint app.

Fig 243

Which?

Hold mail for up to 30 days

Change address for a temporary move

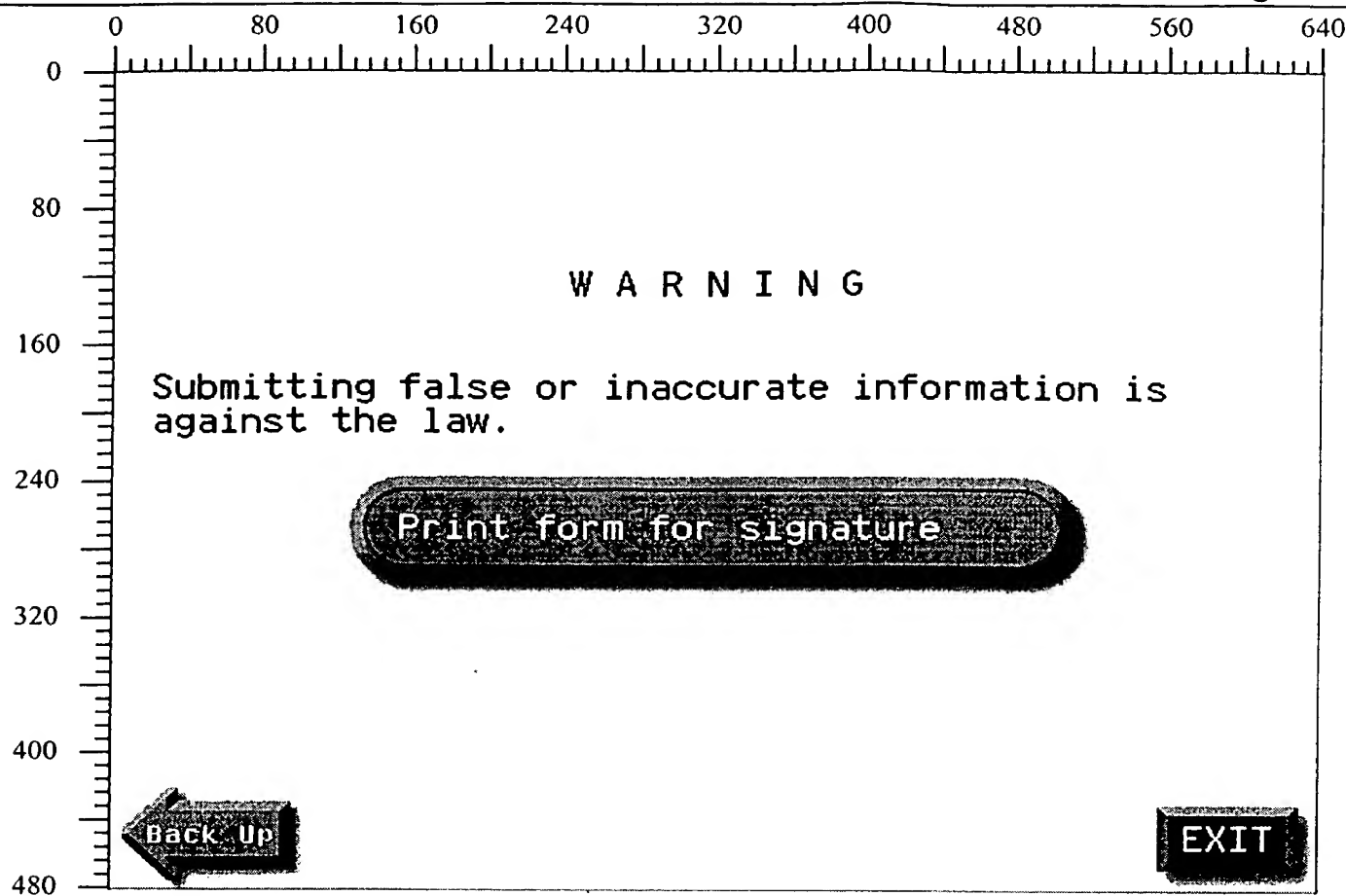
Change address for a permanent move

Back Up

EXIT

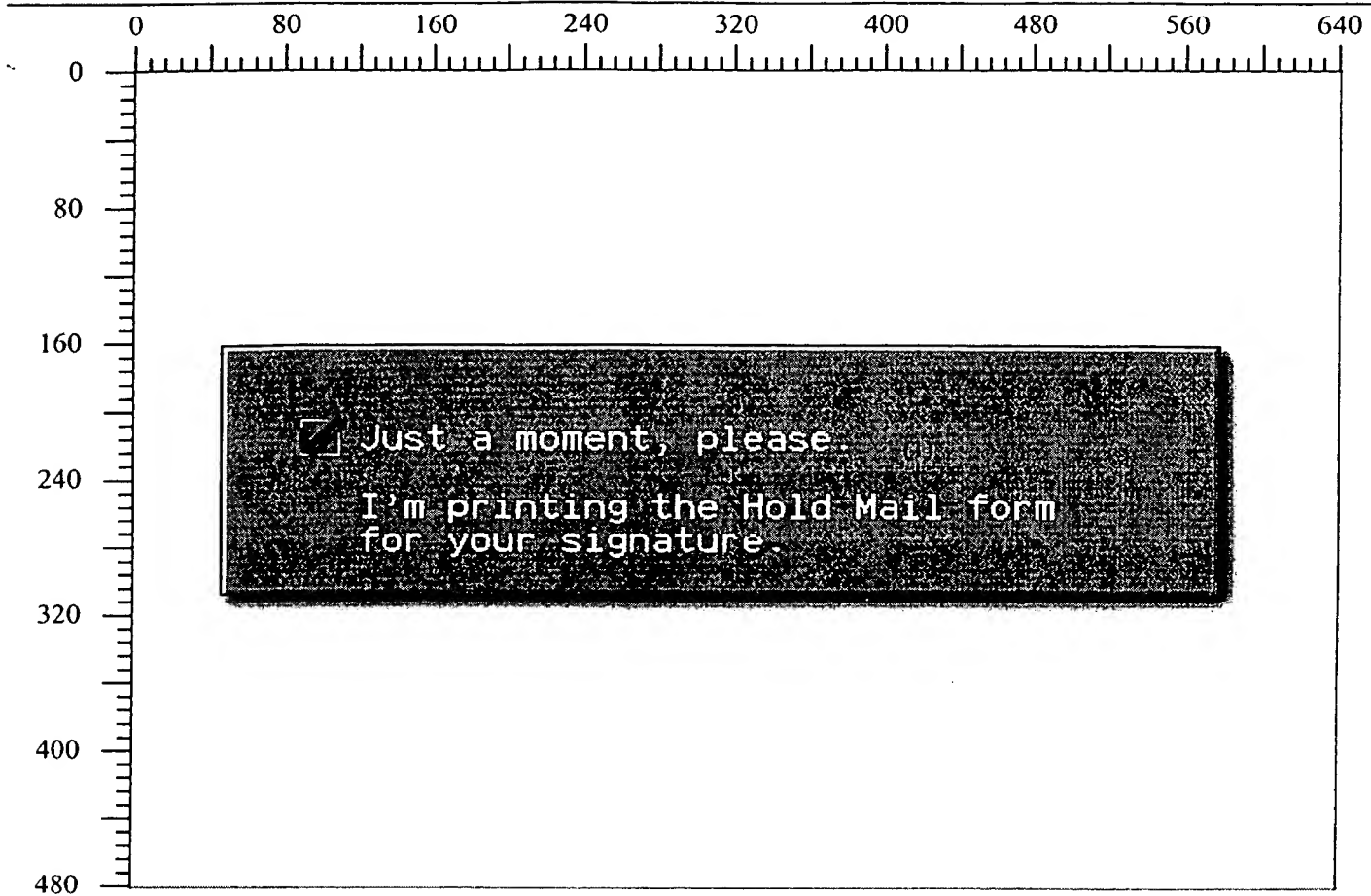
VARIABLE ELEMENTS

Fig 244



VARIABLE ELEMENTS

Fig 245



VARIABLE ELEMENTS

- (1) If user is in Hold Mail flow, "Hold Mail" as above.
If user is in Change of Address flow (permanent or temporary):
"Change of Address"

Fig 246

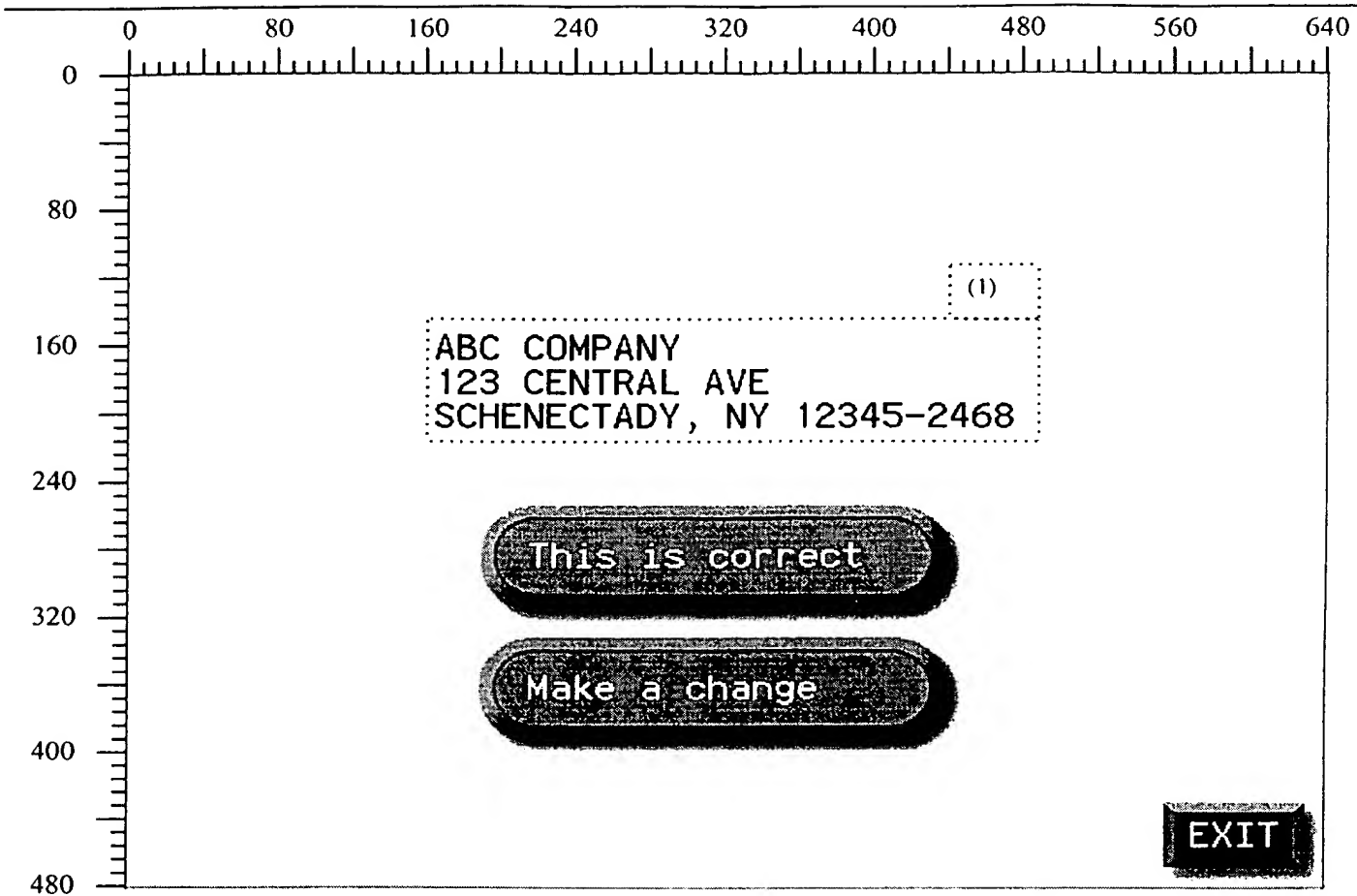
Please take the Hold Mail form from below.

Sign the form, and follow the instructions
on how to fold it. Then mail the form.
No postage is necessary if mailed in the U.S.

May I help you with something else?

VARIABLE ELEMENTS

Fig 247



VARIABLE ELEMENTS

- (1) Business
Street/City/St input by user OR found by system based on user ZIP input.
Business line does not appear if the hold is for a residence.

Fig 248

0 80 160 240 320 400 480 560 640

0

What would you like to change?

(1)

Business name

Address

No change, everything's okay

Cancel Hold Mail

400

480

EXIT

VARIABLE ELEMENTS

- (1) If Hold Mail is for a business: as shown.
If Hold Mail is for a residence: suppress this button.
Other buttons move up.

Fig 249

0 80 160 240 320 400 480 560 640

0 80 160 240 320 400 480

When should it take effect? The earliest we can do it is September 16. (1)

September 16 (2)

A later date

Back Up

EXIT

VARIABLE ELEMENTS

- (1) Earliest date Hold Mail or Change of Address can take place per USPS rules.
- (2) Earliest date Hold Mail or Change of Address can take place per USPS rules.

Fig 25D

0 80 160 240 320 400 480 560 640

0

Where can we call you for confirmation during the day? Please include the area code.

80

(555) 555-5555 (1)

160

240

320

400

480

Back Up

ENTER

EXIT

VARIABLE ELEMENTS

- (1) Number input by user--see Rules for Handling User Input below.

RULES FOR HANDLING USER INPUT:

- A) Numeral display area is blank until user enters first numeral
- B) When first numeral is entered, system displays opening parenthesis and first numeral, centered in numeral display area.
- C) When third numeral is entered, system adds third numeral followed by close parenthesis.
- D) When sixth numeral is entered, system adds sixth numeral followed by hyphen.
- E) All character display is centered.

Fig 251

0	80	160	240	320	400	480	560	640
0								
80	<div>The temporary address change will take effect September 16. (1)</div>							
160	<div>We will resume delivery on September 30. (2)</div>							
240	<div>(5) Your name is JOHN SMITH. (3)</div>							
320	<div>You can be reached at (555)555-5555. (4)</div>							
400	<div>This is correct</div>							
480	<div>Make a change</div>							
								<div>1</div> <div>2</div> <div>3</div> <div>4</div> <div>5</div> <div>6</div> <div>7</div>

VARIABLE ELEMENTS

- (1) Start date chosen by user
 - (2) Resume date chosen by user
 - (3) Name input by user immediately after Scr:114.
 - (4) Phone number input by user
 - (5) If user is in temporary Change of Address flow:
Text and variables as shown above.
- If user is in permanent Change of Address flow:
"The permanent address change will take effect [Month, dd.]
- If user is in Hold Mail flow:
"We will hold your mail starting [start date], (on Text Line 3)
and will resume delivery [resume date]. (on Text Line 4)
You can be reached at [phone number]." (on Text Line 6)

Fig 252

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

This person is authorized to hold the mail for the business: (1)

JOHN SMITH (2)
PRESIDENT (3)

This is correct

Make a change

EXIT

VARIABLE ELEMENTS

- (1) If Change of Address:
"This person is authorized to change the address for the business:"
- (2) Name of authorized person input by user
- (3) Title input by user

0 80 160 240 320 400 480 560 640

0

When should it take effect?

(1)

80

September 97

Later

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		16	17	18	19	20
	22	23	24	25	26	27
	29	30				

160

240

320

400

480

Back Up

EXIT

VARIABLE ELEMENTS

- (1) System displays first month during which Change of Address or Hold Mail can take place. NOTE: Only a Later button appears.

Dates which are ineligible for start date are obscured, as above.

RULES FOR HANDLING USER INPUT:

- A) If user touches ineligible date, "boop"

Fig 254

0 80 160 240 320 400 480 560 640

0

When should it take effect?

80 Earlier October 97 Later (1)

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2	3	4
	6	7	8	9	10	11
	13	14	15	16	17	18
	20	21	22	23	24	25
	27	28	29	30	31	

160

240

320

400

480 Back Up EXIT

VARIABLE ELEMENTS

- (1) System displays later (but not final) month during which Change of Address or Hold Mail can take place. NOTE: Both Earlier & Later buttons appear.

Dates which are ineligible for start date are obscured, as above.

RULES FOR HANDLING USER INPUT:

- (1) If user touches ineligible date, "boop"

Fig 255



- Dates which are ineligible for start date are obscured, as above.

```
(1) If user touches ineligible date, "boop"
```

Fig 256

When should we resume delivering mail to: (3)

123 W MAIN ST (2)

SPRINGFIELD, OH 45504-2468

September 97

Later

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					26	27
	29	30				

Back Up

EXIT

VARIABLE ELEMENTS

- (1) System displays first month during which delivery can be resumed for Hold Mail or temporary Change of Address.

NOTE: Only a Later button appears.

Dates which are ineligible for resume date are obscured, as above.

- (2) Street Address entered by user & confirmed by system
City, St ZIP+4 entered by user, found/confirmed by system
- (3) If temporary Change of Address, text and variables as above.
If Hold Mail:
"We'll begin holding your mail on [Month dd].
When should we resume delivery?"

RULES FOR HANDLING USER INPUT:

- A) If user touches ineligible date, "boop"

Fig 257

When should we resume delivering mail to: (2)
123 W MAIN ST (3)
SPRINGFIELD, OH 45504-2468

October 97

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2	3	4
	6	7	8	9	10	11
	13	14	15	16	17	18
	20	21	22	23	24	25
	27	28	29	30	31	

(1)

Back Up EXIT

VARIABLE ELEMENTS

- (1) System displays later (but not final) month during which delivery can be resumed for temporary Change of Address.

NOTE: Both Earlier and Later buttons appear.

All dates are eligible for resume date, as above.

- (2) Street Address entered by user & confirmed by system
City, St ZIP+4 entered by user, found/confirmed by system
- (3) If temporary Change of Address, text and variables as above.
If Hold Mail:

"We'll begin holding your mail on [Month dd].

When should we resume delivery?"

First Text Line positioned on Screen Line 10

RULES FOR HANDLING USER INPUT:

- A) User may touch any date without "boop"

Fig 258

0 80 160 240 320 400 480 560 640

1) When should we resume delivering mail to:
123 W MAIN ST
SPRINGFIELD, OH 45504-2468 (2) (3)

Earlier

September 98

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2	3	4	5
	7	8	9	10	11	12
	14	15	16			

Back Up

EXIT

VARIABLE ELEMENTS

- (1) System displays final month during which delivery can be resumed for Hold Mail or temporary Change of Address.
NOTE: Only an Earlier button appears.

Dates which are ineligible for resume date are obscured, as above.

- (2) Street Address entered by user & confirmed by system
City, St ZIP+4 entered by user, found/confirmed by system
- (3) If temporary Change of Address, text and variables as above.
If Hold Mail:
"We'll begin holding your mail on [Month dd].
When should we resume delivery?"
First Text Line positioned on Screen Line 10

RULES FOR HANDLING USER INPUT:

- A) If user touches ineligible date, "boop"

Fig 259

0 80 160 240 320 400 480 560 640

What would you like to change?

80 Dates (1)

160 Your phone number

240 Your name

320 No change, everything's okay

400 Cancel Change of Address (2)

EXIT

VARIABLE ELEMENTS

- (1) If permanent Change of Address:
"Date to take effect"
- (2) If user is in permanent or temporary Change of Address flow:
Text and variables as shown above.
- If user is in Hold Mail flow:
"Hold Mail"

Fig 260

A screenshot of a mail system interface. A ruler is overlaid on the top and left sides of the screen. The top ruler is marked from 0 to 640 in increments of 80. The left ruler is marked from 0 to 400 in increments of 80. The interface displays a question: "Will anyone with the last name (1) SMITH continue to receive mail at the current address?". Below the question are two oval buttons labeled "Yes" and "No". In the bottom left corner, there is a button with a left-pointing arrow labeled "Back Up". In the bottom right corner, there is a button labeled "EXIT".

0 80 160 240 320 400 560 640

0 80 160 240 320 400

Will anyone with the last name
(1) SMITH continue to receive mail
at the current address?

Yes No

Back Up EXIT

VARIABLE ELEMENTS

(1) Last name input by user

Fig 261

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

Okay, we can temporarily change your address
for up to one year. The minimum is 10 days.

(1)

Change the address for?

Everyone at the address

One person

More than one person

A business

Back Up

EXIT

VARIABLE ELEMENTS

- (1) If user selected permanent change of address:
Suppress this text.

Fig 262

09/807444

sameadd - Scr:126

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

Is everyone moving to the same new address?

Yes No

Back Up

EXIT

VARIABLE ELEMENTS

Fig 263

0 80 160 240 320 400 480 560 640

0

(1)

Please take the Change of Address form from below.

80

Sign the form, and follow the instructions on how to fold it. Then mail the form. No postage is necessary if mailed in the U.S.

160

(2)

Be sure to give your new address to everyone who sends you mail. Change of Address cards are available at this Post Office.

240

Would you like a record?

320

Yes No

400

EXIT

VARIABLE ELEMENTS

- (1) If Change of Address: as shown
If Hold Mail: "Hold Mail"
- (2) If Permanent Change of Address: as shown
If Temporary Change or Hold Mail, suppress this paragraph.

Fig 264

0 80 160 240 320 400 480 560 640

0

Current Address

JOHN SMITH (1)

126 W CECIL (2)

SPRINGFIELD, OH 45504-2468 (3)

80

160

New Address

458 CENTRAL (4)

SCHENECTADY, NY 12301-2468 (5)

240

320

This is correct

400

Make a change

EXIT

VARIABLE ELEMENTS

- (1) Name or Business Name input by user (Business Name if "Business" chosen on Scr:125)
- (2) Current Street input by user & confirmed by system
- (3) Current City, State & ZIP+4, derived from ZIP/ZIP+4 input or found by user and confirmed by system.
- (4) New Street input by user & confirmed by system
- (5) New City, State & ZIP+4, derived from ZIP/ZIP+4 input or found by user and confirmed by system.

Fig 265

What would you like to change?

80 Name (1)

160 Current address

240 New address

320 No change, everything's okay

400 Cancel Change of Address

EXIT

VARIABLE ELEMENTS

(1) If Business Change of Address: "Business name"

Fig 266

0 80 160 240 320 400 480 560 640

0 80 160 240 320 400

I'm sorry, I can't help you with your international packages yet.

Please take your package to a window where someone will be able to help you. (1)

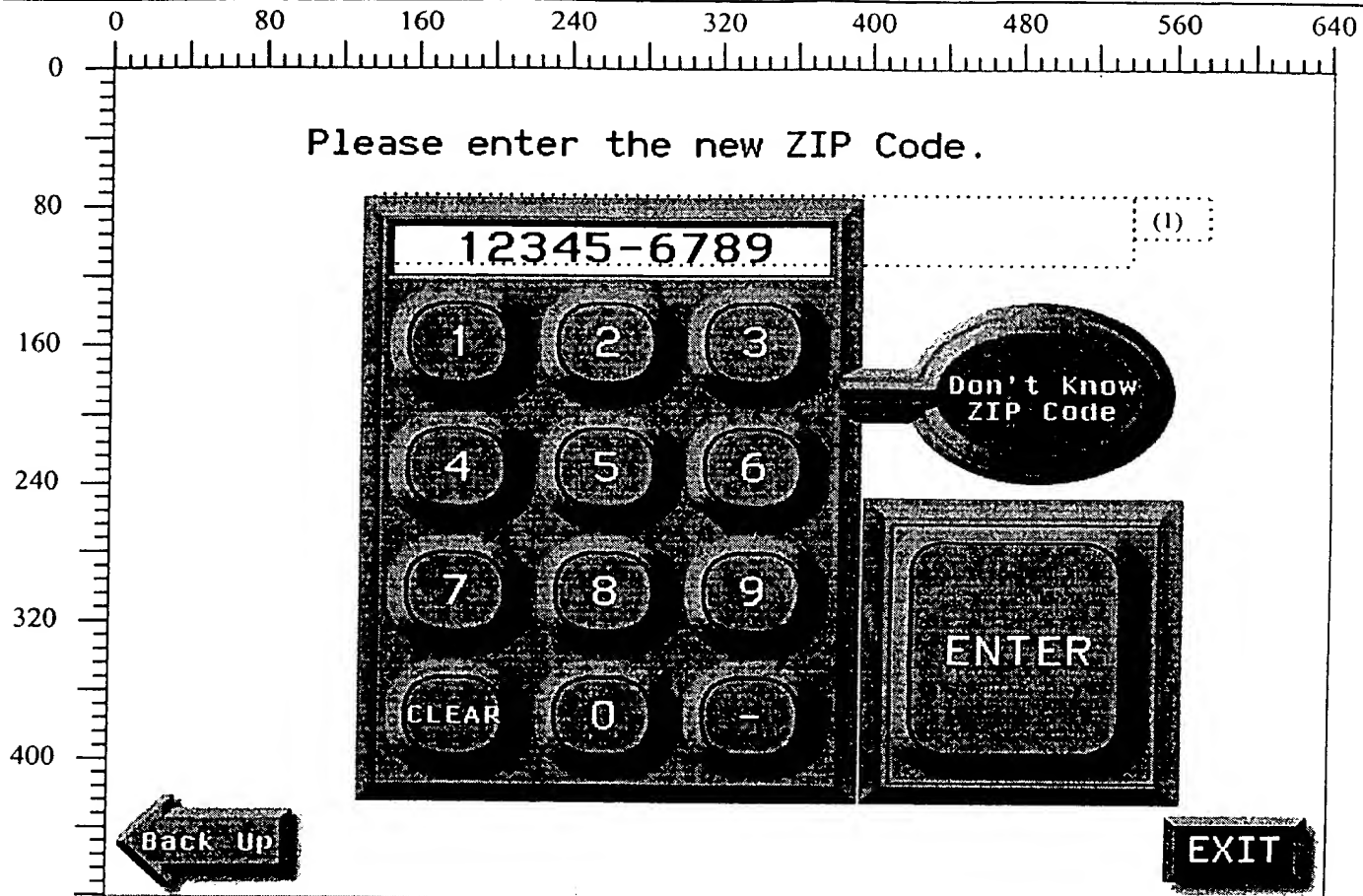
May I help you with something else?

Yes No

EXIT

VARIABLE ELEMENTS

- (1) If CST is located outside of Post Office:
Please take your package to a Post Office where someone will be able to help you.



VARIABLE ELEMENTS

- (1) User input--see Rules for Handling User Input, below.

RULES FOR HANDLING USER INPUT

- (1) System displays a numeral or hyphen for each character input by user
- (2) Character alignment is centered (first character appears at center)
- (3) "Clear" erases all input
- (4) After 5 seconds of no numeral/hyphen input, Enter auto-depresses and rules for handling input are invoked (see applicable flow)

Fig 268

0 80 160 240 320 400 480 560 640

0

Okay, I can hold all mail going to your address.
What is your ZIP Code?

80

12345-6789 (1)

160

240

320

400

Back Up

ENTER

EXIT

VARIABLE ELEMENTS

- (1) User input--see Rules for Handling User Input, below.

RULES FOR HANDLING USER INPUT

- (1) System displays a numeral or hyphen for each character input by user
- (2) Character alignment is centered (first character appears at center)
- (3) "Clear" erases all input

Fig 269

09/807444

ChgAuth - Scr:133

0 80 160 240 320 400 480 560 640

What would you like to change?

80 Name

160 Title

240 No change, everything's okay

320 Cancel Hold Mail

400

EXIT

VARIABLE ELEMENTS

Fig 270

The screenshot shows a terminal window with a horizontal axis at the top ranging from 0 to 640 and a vertical axis on the left ranging from 0 to 400. The main text area contains the following elements:

- A message box with a dotted border containing the text: "I'm sorry. 1ST AVENUE is not enough information to find a ZIP Code for NEW YORK, NY." The text is split across four lines. There are callout boxes: (1) at the top right, (2) above "1ST AVENUE", and (3) below "NEW YORK, NY".
- The question: "Would you like to try again?"
- Two oval buttons labeled "Yes" and "No".
- An "EXIT" button in the bottom right corner.

VARIABLE ELEMENTS

- (1) If input was valid but insufficient to find 5 digit ZIP: as above.
If input was valid but insufficient to find ZIP+4: as above except "ZIP+4"
If AMS could not find any match at all for input:
"I'm sorry. I can't find [user input] in [City, ST]."
- (2) Street info input by user.
- (3) City and State found based on user input.

Fig 271

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

I'm sorry. I can't help you with letters weighing less than 1/8 of an ounce.

Please take your letter to a window during regular business hours. (1)

May I help you with something else?

Yes No

Back Up

EXIT

VARIABLE ELEMENTS

- (1) If CST is located outside of Post Office:
Please take your letter to a Post Office during regular business hours.

Fig 272

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

12345 MARTIN LUTHER KING DRIVE (1)

Right?

Yes No

EXIT

VARIABLE ELEMENTS

(1) Address input by user.

Fig 273

0 80 160 240 320 400 480 560 640

(1) We'll begin holding your mail on August 1.
When should we resume delivery?

(2) 80 August 97

Sun	Mon	Tue	Wed	Thu	Fri	Sat
						2
	4	5	6	7	8	9
	11	12	13	14	15	16
	18	19	20	21	22	23
	25	26	27	28	29	30

Back Up EXIT

VARIABLE ELEMENTS

- (1) If date being chosen is a start date:
Text as above. [Date was selected by user]
If date being chosen is a resume date:
"When should it take effect?"
- (2) System displays only month during which delivery can either started or resumed for Hold Mail.
NOTE: Neither Earlier nor Later button appears. (Hold Mail can be arranged up to 1 month in advance and can last for 1 month; therefore, there are conditions under which the only eligible start date would fall in a single month. The same is true for resume date.)

Dates ineligible for start or resume date are obscured, as above.

RULES FOR HANDLING USER INPUT:

- (1) If user touches ineligible date, "boop"

Fig 214

09/807444

lastname - Scr:140

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

Does everyone who is moving have
the same last name?

Yes No

Back Up

EXIT

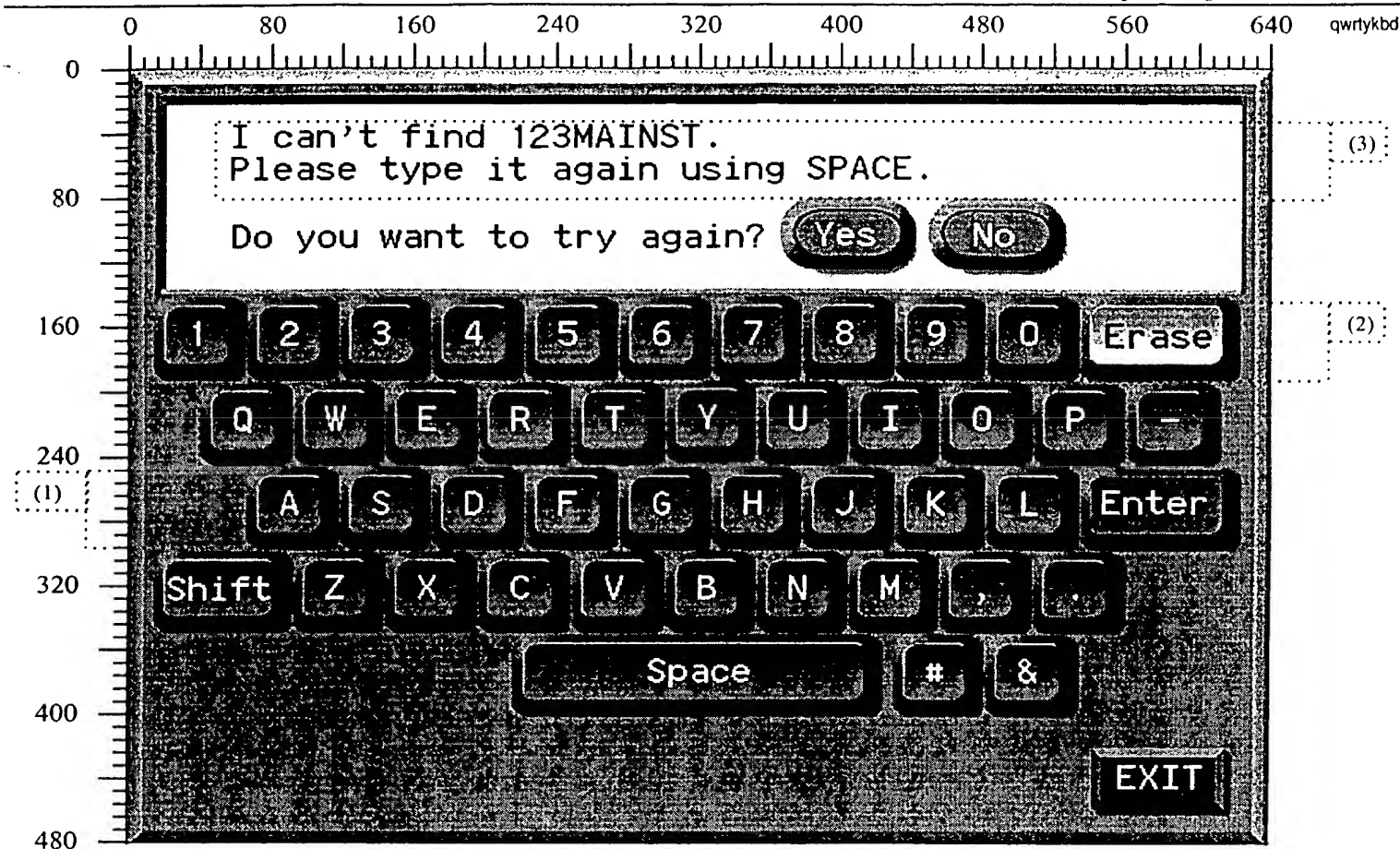
VARIABLE ELEMENTS

Fig 215

	0	80	160	240	320	400	480	560	640
0									
80	I'm sorry. The printer just went out of order. I am not able to print your receipt right now.								
160	To get a receipt for \$2.52, please give this number to a postal representative during regular business hours:								
240	RC140500								
320	May I help you with something else?								
400	<input type="button" value="Yes"/> <input type="button" value="No"/>								
480	<input type="button" value="EXIT"/>								

VARIABLE ELEMENTS

Fig 276



VARIABLE ELEMENTS

- (1) Shift button toggles letter keys between upper and lower case letters.
- (2) Before any letter has been input, "Erase" button reads "Clear".
When system has accepted letter input and displays it, "Clear" changes to "Erase" (as shown). If all letters erased, it becomes "Clear" again.
- (3) If AMS could not find any match, AND no space was input, as above
If AMS could not find any match, AND a space was input:
 "I can't find [user input]."
If AMS found input to be valid but insufficient for Street look-up
 "[User input] is not enough address information."
If user input an invalid ZIP/ZIP+4:
 "I'm sorry. I can't find ZIP Code [USER INPUT]."

Fig 277

A terminal window with a coordinate grid. The horizontal axis (x) is at the top, ranging from 0 to 640 in increments of 80. The vertical axis (y) is on the left, ranging from 0 to 480 in increments of 80. The text is as follows:

I'm sorry. There is a technical problem
looking up ZIP Codes right now.

May I help you with something else?

Yes No

EXIT

VARIABLE ELEMENTS

(1)

Fig 278

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Priority stickers are available in the lobby. Please put one on each side of your package. (1)

Please take your stamp from below and to the left.

And take your receipt from above. (2)

May I help you with something else?

Yes No

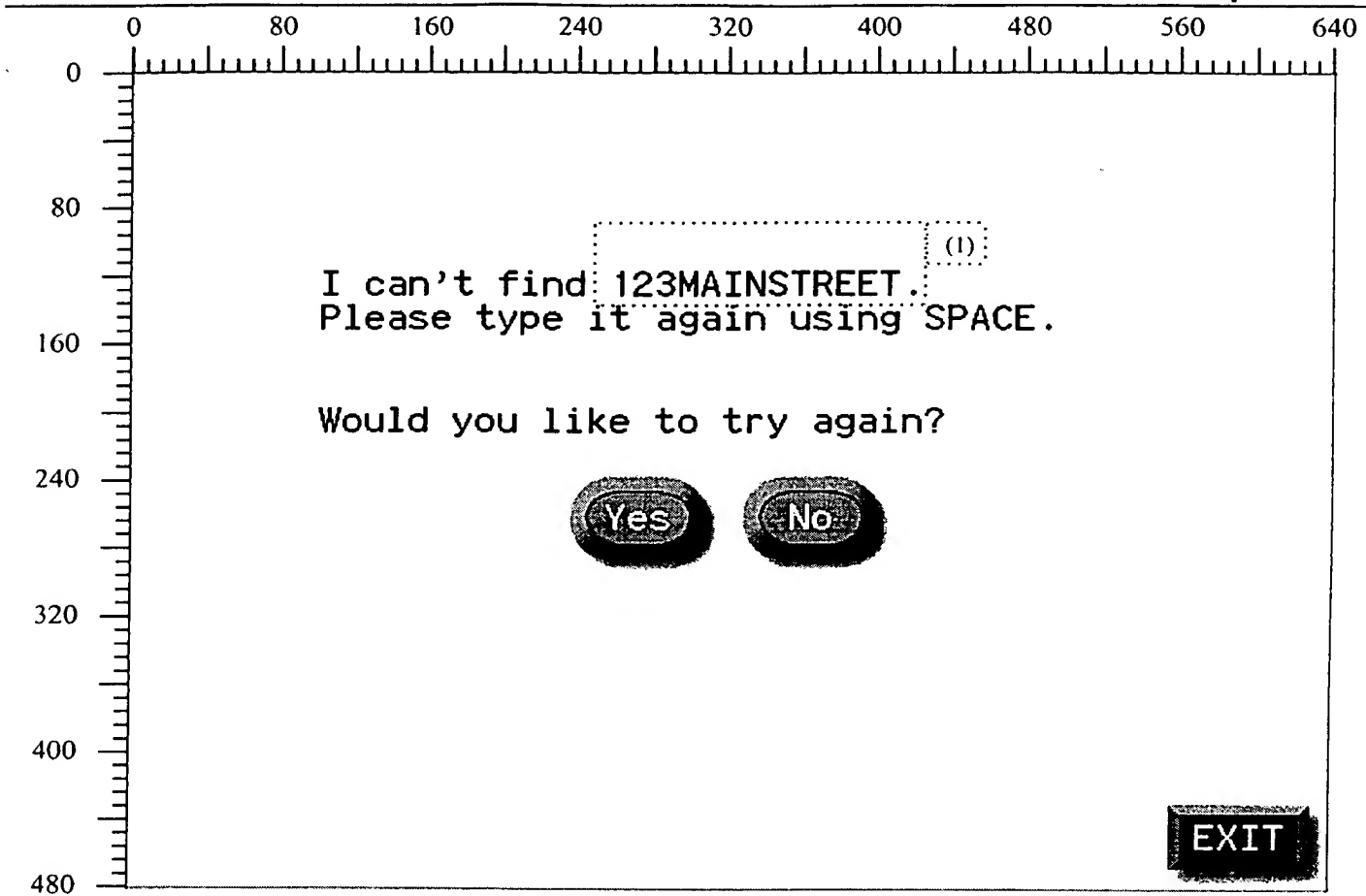
Back Up

EXIT

VARIABLE ELEMENTS

- (1) If the item is NOT a Priority package in the customer's own packaging:
Suppress this paragraph
- (2) If the user answered No on Scr:Frmdied2:
Suppress this paragraph

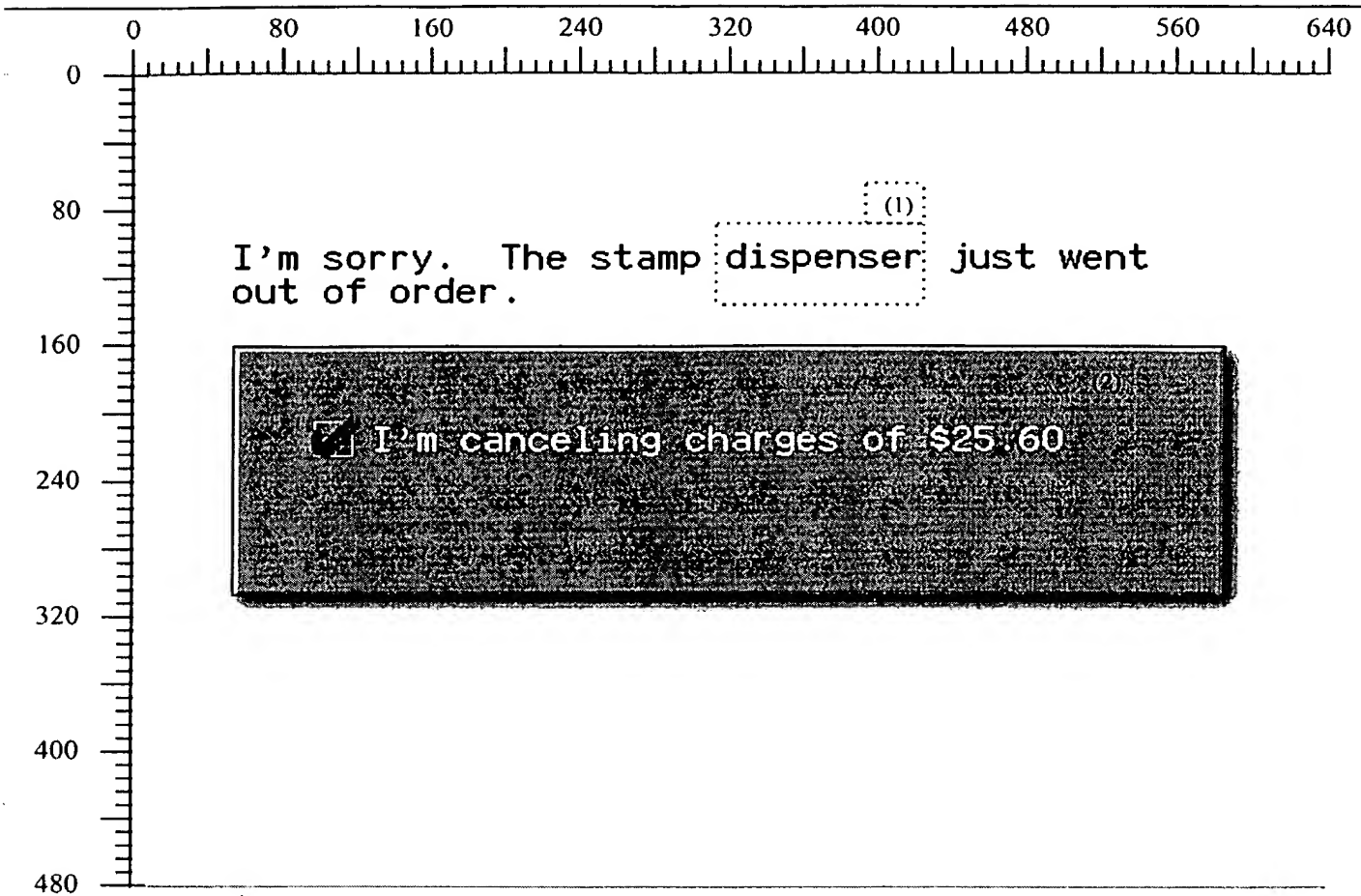
Fig 279



VARIABLE ELEMENTS

(1) User input at Street input qwerty.

Fig 280



VARIABLE ELEMENTS

- (1) If stamp printer went out of order: "printer"
- (2) [AMOUNT OF PURCHASE]

SPECIAL TIMEOUT BEHAVIOR: This screen must be displayed for a minimum of 5 seconds, regardless of how long it takes to cancel the charge.

Fig 281

	0	80	160	240	320	400	480	560	640
0									
80									
160	Okay, I cancelled the charge.								
240	May I help you with something else?								
320	<input type="radio"/> Yes <input type="radio"/> No								
400									
480	<input type="button" value="EXIT"/>								

VARIABLE ELEMENTS

Fig 282

0 80 160 240 320 400 480 560 640

0

80

160

I'm sorry. Due to technical problems,
I was not able to cancel the charge
for \$32.25. (1)

240

For further assistance, please contact
your bank. (2)

320

May I help you with something else?

360

Yes No

400

480

EXIT

VARIABLE ELEMENTS

(1) [AMOUNT OF PURCHASE]

(2) If ATM/Amex/Visa/MC: text as above.

If LibertyCash Card, AND if receipt was successfully printed:

I'm sorry. I am not able to credit
your LibertyCash Card.

To obtain credit for \$XX.xx, please
take the credit slip from above and
give it to a postal representative
during regular business hours.

If LibertyCash Card, AND if receipt printer failed:

I'm sorry. I am not able to credit
your LibertyCash Card.

To obtain credit for \$XX.xx, please give
this number to a postal representative
during regular business hours:

CR[123456]

Fig 283

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

I'm sorry. The printer just went out of order. I am not able to print your Express Mail label and Return Receipt card. (1)

You can fill out a label and Return Receipt card, available in the Post Office lobby. To mail it, affix the label and Return Card to your letter.

Please take your stamp from below.

Would you like a receipt? (1)

Yes No

EXIT

VARIABLE ELEMENTS

- (1) If Express label with Return Receipt: as above.
If Express label without Return Receipt:
TBD
If Return Receipt without Express label
TBD
- (2) If receipt printer not available OR if receipt already printed:
"May I help you with something else?"

Fig 284

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

I'm sorry. The printer just went out of order. I am not able to print your Certified Mail form and Return Receipt card. (1)

You can fill out a form and card, available in the Post Office lobby. To mail your letter, follow the instructions on the form and card.

Please take your stamp from below.

Would you like a receipt? (1)

Yes No

EXIT

VARIABLE ELEMENTS

- (1) If Certified with Return Receipt: as above.
If Certified without Return Receipt:
TBD
- (2) If receipt printer not available OR if receipt already printed:
"May I help you with something else?"

Fig 285

0 80 160 240 320 400 480 560 640

0

(1)

I'm sorry. Your Change of Address request will not take effect because I am not able to print forms right now.

80

160

Please try here later.

(2)

Or you can fill out a Change of Address form in the Post Office and give it to a postal representative during regular business hours.

240

320

May I help you with something else?

400

Yes No

480

EXIT

VARIABLE ELEMENTS

- (1) If Change of Address: as above
If Hold Mail: "Hold Mail"
- (2) If Change of Address: as above
If Hold Mail: "Hold Mail"

Fig 286

09/807444

noweight - Scr:152

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

The scale doesn't detect any weight
right now.

Did you place your letter on it?

VARIABLE ELEMENTS

Fig 287

	0	80	160	240	320	400	480	560	640
0									
80									
160	Is it possible your letter weighs less than 1/8 of an ounce?								
240	<input type="radio"/> Yes <input type="radio"/> No								
320									
400									
480	<input type="button" value="Back Up"/> <input type="button" value="EXIT"/>								

VARIABLE ELEMENTS

Fig 288

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

I'm sorry. I can't help you with letters weighing more than 70 pounds.

Please take your letter to a window during regular business hours for assistance.

May I help you with something else?

Yes No

Back Up

EXIT

VARIABLE ELEMENTS

- (1) If user is mailing a package, "package"
- (2) If CST is located in a Post Office:
"window" as shown.
If CST is located outside of Post Office:
"Post Office"

Fig 289

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moretime - Scr:156

Would you like more time?

Yes No

Back Up EXIT

VARIABLE ELEMENTS

fig 290

0 80 160 240 320 400 480 560 640

0

80 We will resume delivery on September 24. (1)

160 What should we do with your held mail?

240 Deliver it to my address

320 Hold at post office for pick-up

400

480 Back Up EXIT

VARIABLE ELEMENTS

(1) Rate selected by user.

Fig 271

0	80	160	240	320	400	480	560	640
0								
80								
160	Okay, we will deliver your held mail.							
240	If it does not all fit into your mailbox we will let you know by leaving a yellow slip with your mail. You can pick up the rest at the Post Office.							
320	Is this all right?							
400	<input type="button" value="Yes"/>				<input type="button" value="No"/>			
480	<input type="button" value="Back Up"/>				<input type="button" value="EXIT"/>			

VARIABLE ELEMENTS

fig 292

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Okay, you can pick up your mail at the
Post Office during regular business
hours.

Please remember, you must bring a photo
ID to pick up your mail.

Is this all right?

Yes No

Back Up

EXIT

VARIABLE ELEMENTS

Fig 293

The screenshot shows a terminal window with a coordinate grid. The horizontal axis (top) ranges from 0 to 640 in increments of 80. The vertical axis (left) ranges from 0 to 480 in increments of 80. The text "I'm sorry. The receipt printer is out of order." is displayed in the upper center. Below it, a dashed rectangular box contains the question "Do you want to continue even though I can't print a receipt?" followed by a small "(1)" in a separate dashed box. Two oval buttons labeled "Yes" and "No" are positioned below the question. In the bottom left corner, there is a button with a left-pointing arrow and the text "Back Up". In the bottom right corner, there is a button labeled "EXIT".

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

I'm sorry. The receipt printer is
out of order.

Do you want to continue even though
I can't print a receipt? (1)

Yes No

Back Up

EXIT

VARIABLE ELEMENTS

(1) If user is Holding Mail:

Do you want to continue even though
I can't print a record of the Hold
Mail request?

If user is Changing Address

Do you want to continue even though
I can't print a record of the Change
of Address for you?

Fig 294

09/807444

oostamps - Scr:161

(1)

0 80 160 240 320 400 480 560 640

I am out of sheets of stamps but I can
print up to five \$.32 stamps.
How many \$.32 stamps would you like?

(1)

1

2

3

4

5

Back Up

EXIT

VARIABLE ELEMENTS

1) Soft-coded to the price of a 1-ounce First Class stamp. Value is derived from Postal Rates app.

Fig 295

0 80 160 240 320 400 480 560 640

0 80 160 240 320 400 480

If you have it with you, please put it on the scale. If not, tell me what it weighs. (1)

1 to 16 ounces 5.1 to 6 pounds

1.1 to 2 pounds 6.1 to 7 pounds

2.1 to 3 pounds 7.1 to 8 pounds

3.1 to 4 pounds 8.1 to 9 pounds

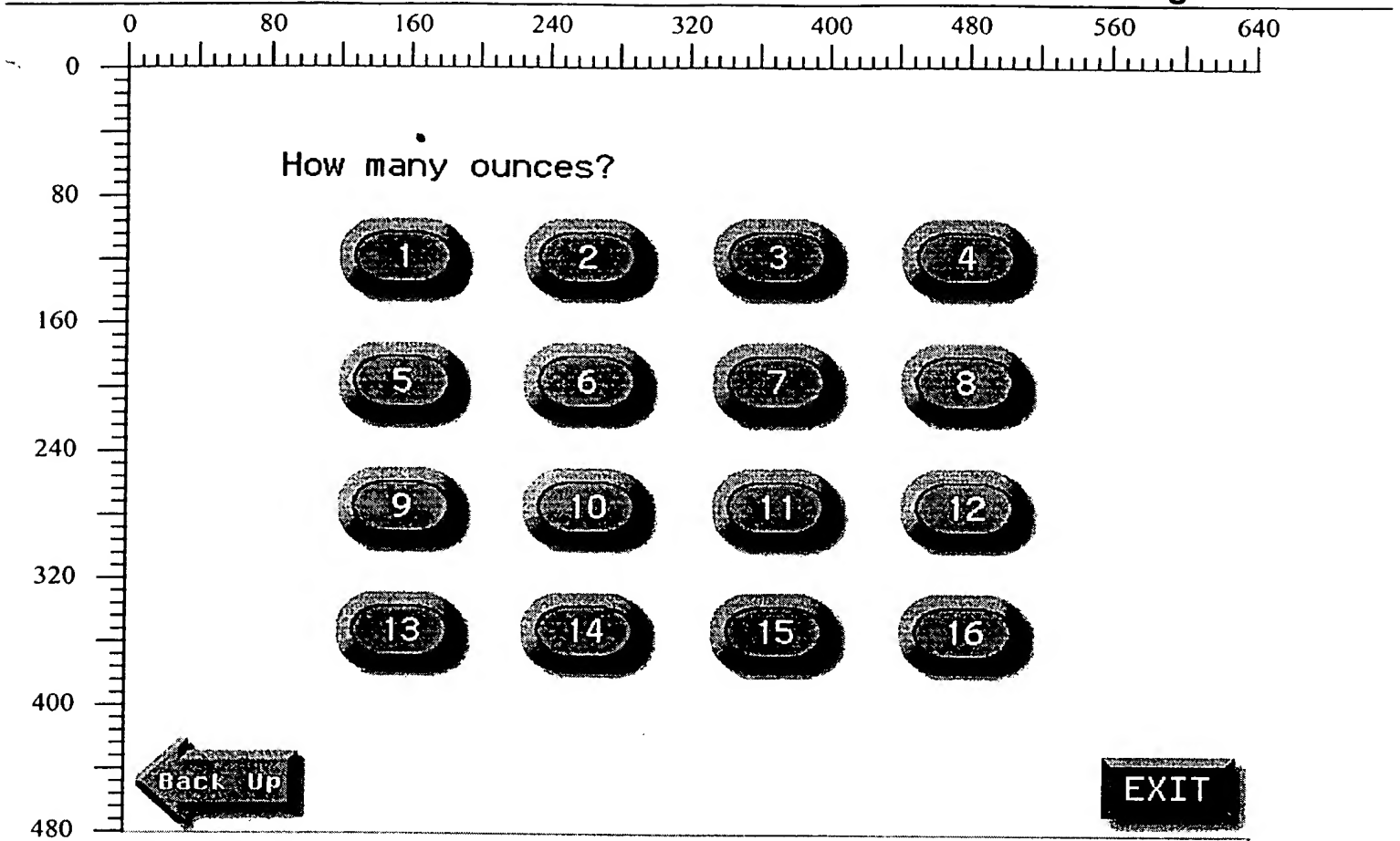
4.1 to 5 pounds Over 9 pounds

Back Up EXIT

VARIABLE ELEMENTS

- 1) If scale doesn't work: "Please tell me what it weighs."

Fig 296



VARIABLE ELEMENTS

Fig 297

0 80 160 240 320 400 480 560 640

0

How much does it weigh?

80

160

240

320

400

480

9.1 to 10 pounds

40.1 to 50 pounds

10.1 to 20 pounds

50.1 to 60 pounds

20.1 to 30 pounds

60.1 to 70 pounds

30.1 to 40 pounds

70 pounds is maximum weight per package.

Back Up

EXIT

VARIABLE ELEMENTS

Fig 298

How much does it weigh?

60.1 to 61 pounds	65.1 to 66 pounds
61.1 to 62 pounds	66.1 to 67 pounds
62.1 to 63 pounds	67.1 to 68 pounds
63.1 to 64 pounds	68.1 to 69 pounds
64.1 to 65 pounds	69.1 to 70 pounds

Back Up

EXIT

VARIABLE ELEMENTS

- 1) The range of weights displayed on these buttons is determined by the user's choice on Scr:165. The example above shows the range that is displayed when user chose 60.1 to 70 pounds.

Fig 300

09/807444

service - Scr:168

(1)

0 80 160 240 320 400 480 560 640

0

Which First Class service will you want?

80

160

240

320

400

480

Back Up

EXIT

Proof of Delivery (Certified Mail)

Registered (for valuable mail)

Insurance

Collect on Delivery (C.O.D.)

Return Receipt for Merchandise

None of These

VARIABLE ELEMENTS

1) If Priority: "Priority Mail"

Fig 301

	0	80	160	240	320	400	480	560	640
0									
80	If you mail a 1 oz letter First Class from Bethesda, MD 20814 to Schenectady, NY 12345 we estimate it will arrive in 3 days.								(1)
160									
240	First Class postage..... \$.32								(2)
320	TOTAL CHARGES \$.32								(3)
400	Would you like to buy the stamp?								(4)
480	<div style="display: flex; justify-content: space-around; align-items: center;"> <div style="border: 1px solid black; padding: 5px; background-color: #ccc;">Back Up</div> <div style="border: 1px solid black; padding: 5px; background-color: #ccc;">Yes</div> <div style="border: 1px solid black; padding: 5px; background-color: #ccc;">No</div> <div style="border: 1px solid black; padding: 5px; background-color: #ccc;">EXIT</div> </div>								

VARIABLE ELEMENTS

- 1) "If you mail a [WEIGHT] [letter/package] [CLASS]
 from [City, ST ZIP (where CST resides)]
 to [City, ST ZIP (based on user ZIP input)]
 we estimate it will arrive in [X days (based on standard return from postal rates app)]."
- 2) Var:chgdesc
- 3) [TOTAL of all charges selected]
- 4) If user selects No: replace this prompt with [May I help you with something else?]
 If stamp purchase is unavailable for any reason: [May I help you with something else?]

Fig 382

0	80	160	240	320	400	480	560	640
0	If you mail a 1 oz letter Priority Mail from Bethesda, MD 20814 to Schenectady, NY 12345 we estimate it will arrive in 2 days.							(1)
80								
160	Priority Mail postage..... \$3.00 Certified Mail..... 1.10 Return Receipt..... 1.10 Restricted Delivery..... 2.75							(2)
240								
	TOTAL CHARGES						\$7.95	(3)
320	May I print you a copy of this?							(4)
400	<div style="display: flex; justify-content: center; gap: 20px;"> <div>Yes</div> <div>No</div> </div>							
480	<div style="display: flex; justify-content: space-between;"> <div>Back Up</div> <div>EXIT</div> </div>							

VARIABLE ELEMENTS

- 1) "If you mail a [WEIGHT] [letter/package] [CLASS]
 from [City, ST ZIP (where CST resides)]
 to [City, ST ZIP (based on user ZIP input)]
 we estimate it will arrive in [X days (based on standard return from postal rates app)]."
- 2) Var:chgdesc
- 3) [TOTAL of all charges selected]
- 4) If user selects No: replace this prompt with [May I help you with something else?]
 If receipt printer is unavailable: [May I help you with something else?]

Fig 303

09/807444

COD - Scr:171

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Would you like to send your letter Collect
on Delivery (C.O.D.)?

(1)

Yes No

Back Up

EXIT

VARIABLE ELEMENTS

- 1) If package: "package"

Fig 304

0	80	160	240	320	400	480	560	640
0	If you send it Registered Mail (1)							
80	from Bethesda, MD 20814							
	to Schenectady, NY 12345							
	the price is:							
160	First Class postage..... \$.32							
	Return Receipt..... 1.10 (2)							
	Registered, \$200.00 Declared Value..... 5.40							
	\$216.07 C.O.D..... 6.50							
	Restricted Delivery..... 2.75							
240	TOTAL CHARGES \$16.07 (3)							
320	(You can send it Registered at any window.)							
	May I print you a copy of this? (4)							
400	<div style="display: flex; justify-content: center; gap: 20px;"> <div>Yes</div> <div>No</div> </div>							
480	<div style="display: flex; justify-content: space-between;"> <div>Back Up</div> <div>EXIT</div> </div>							

VARIABLE ELEMENTS

- 1) "If you mail a [WEIGHT] [letter/package] [CLASS]
from [City, ST ZIP (where CST resides)]
to [City, ST ZIP (based on user ZIP input)]
we estimate it will arrive in [X days (based on standard return from postal rates app)]."
- 2) Var:chgdesc
- 3) [TOTAL of all charges selected]
- 4) If user selects No: replace this prompt with [May I help you with something else?]
If receipt printer is unavailable: [May I help you with something else?]

Fig 305

	0	80	160	240	320	400	480	560	640
0	If you mail a 1 oz letter Priority Mail (1)								
80	from Bethesda, MD 20814								
	to Schenectady, NY 12345								
	we estimate it will arrive in 2 days.								
160	Priority Mail postage..... \$3.00 (2)								
	Return Receipt..... 1.10								
	\$516.35 C.O.D..... 9.50								
	Restricted Delivery..... 2.75								
240	TOTAL CHARGES \$16.35 (3)								
	(You can send it C.O.D. at any window.)								
320	May I print you a copy of this? (4)								
400	<div style="display: flex; justify-content: center; gap: 20px;"> <div>Yes</div> <div>No</div> </div>								
480	<div style="display: flex; justify-content: space-between;"> <div>Back Up</div> <div>EXIT</div> </div>								

VARIABLE ELEMENTS

- 1) "If you mail a [WEIGHT] [letter/package] [CLASS]
from [City, ST ZIP (where CST resides)]
to [City, ST ZIP (based on user ZIP input)]
we estimate it will arrive in [X days (based on standard return from postal rates app)]."
- 2) Var:chgdesc
- 3) [TOTAL of all charges selected]
- 4) If user selects No: replace this prompt with [May I help you with something else?]
If receipt printer is unavailable: [May I help you with something else?]

Fig 306

0	80	160	240	320	400	480	560	640
0	<p>If you mail a 1 oz letter Priority Mail from Bethesda, MD 20814 to Schenectady, NY 12345 we estimate it will arrive in 2 days.</p>							
80								
160	<p>Priority Mail postage..... \$3.00 Return Receipt..... 1.10 \$1,000.00 Insurance..... 10.60 Restricted Delivery..... 2.75</p>							
240	<p>TOTAL CHARGES \$17.45</p>							
320	<p>(You can send it Insured at any window.)</p>							
400	<p>May I print you a copy of this?</p>							
480	<p>Yes No</p>							
	<p>Back Up EXIT</p>							

VARIABLE ELEMENTS

- 1) "If you mail a [WEIGHT] [letter/package] [CLASS]
from [City, ST ZIP (where CST resides)]
to [City, ST ZIP (based on user ZIP input)]
we estimate it will arrive in [X days (based on standard return from postal rates app)]."
- 2) Var:chgdesc
- 3) [TOTAL of all charges selected]
- 4) If user selects No: replace this prompt with [May I help you with something else?]
If receipt printer is unavailable: [May I help you with something else?]

Fig 307

0 80 160 240 320 400 480 560 640

0

Which Express Mail service?

80

Insurance

160

Collect on Delivery (C.O.D.)

240

Return Receipt sent to you

320

None of These

400

480

Back Up

EXIT

VARIABLE ELEMENTS

Fig 308

0	80	160	240	320	400	480	560	640	
0	<p>If you mail a 1 oz letter Express Mail from Bethesda, MD 20814 to Schenectady, NY 12345 the price is:</p>								(1)
80	<p>Express Mail postage..... \$10.75 with \$500.00 Insurance Return Receipt..... 1.10 \$218.35 C.O.D..... 6.50</p>								(2)
160	<p>TOTAL CHARGES \$18.35</p>								(3)
240	<p>(You can send it C.O.D. at any window.)</p>								
320	<p>May I print you a copy of this?</p>								(4)
400	<p>Yes No</p>								
480	<p>Back Up EXIT</p>								

VARIABLE ELEMENTS

- 1) "If you mail a [WEIGHT] [letter/package] [CLASS]
from [City, ST ZIP (where CST resides)]
to [City, ST ZIP (based on user ZIP input)]
the price is."
- 2) Var:chgdesc
- 3) [TOTAL of all charges selected]
- 4) If user selects No: replace this prompt with [May I help you with something else?]
If receipt printer is unavailable: [May I help you with something else?]

Fig 309

0 80 160 240 320 400 480 560 640

0

For a Registered letter, please enter the value you want to declare. (1)

80

160

240

320

400

480

Back Up

ENTER

EXIT

VARIABLE ELEMENTS

- 1) If entering the amount of a Registered letter, as above.
 If entering the amount of a Registered package: "For a Registered package..."
 If entering the value of a COD: "What is the value of the item?"
 If entering the value of a non-Express, Insured item:
 "You can insure it up to \$5000.
 Please enter the amount of insurance."
 If entering the value of Express item, insured:
 "How much insurance would you like in total?"

Fig 310

0	80	160	240	320	400	480	560	640
0	<p>(1) If you mail a 1 lb letter Parcel Post from Bethesda, MD 20814 to Schenectady, NY 12345 we estimate it will arrive in 4 to 7 days.</p>							
80	<p>(2) Reduced rate, Special Standard service.. \$2.51 Return Receipt..... 1.10 \$515.86 C.O.D..... 9.50 Restricted Delivery..... 2.75</p>							
160	<p>(3) TOTAL CHARGES \$15.86</p>							
240	<p>(You can send it C.O.D. at any window.)</p>							
320	<p>(4) May I print you a copy of this?</p>							
400	<p>Yes No</p>							
480	<p>Back Up EXIT</p>							

VARIABLE ELEMENTS

- 1) "If you mail a [WEIGHT] [letter/package] [CLASS]
from [City, ST ZIP (where CST resides)]
to [City, ST ZIP (based on user ZIP input)]
we estimate it will arrive in [X days {based on standard return from postal rates app})."
- 2) Var:chgdesc
- 3) [TOTAL of all charges selected]
- 4) If user selects No: replace this prompt with [May I help you with something else?]
If receipt printer is unavailable: [May I help you with something else?]

Fig 311

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

It will be delivered Priority Mail,
Certified, and proof of delivery will
be kept at the Post Office.

(1) The postage is \$4.10 (2)

What do you want to do?

(3)

Buy the \$4.10 stamp

Already stamped, buy less
postage

Back Up

EXIT

VARIABLE ELEMENTS

- (1) Var:recapdel
(2) [TOTAL of selected services]
(3) [TOTAL of selected services]

Fig 312

0	80	160	240	320	400	480	560	640
---	----	-----	-----	-----	-----	-----	-----	-----

It will be delivered Certified Mail,
with a Return Receipt sent to you.

(1)

Required postage	\$2.52	(2)
Postage on it now	\$.20	(3)
Additional postage needed	\$2.32	(4)

(5)

Do you want to buy the \$2.32 stamp?

Yes

No

Back Up

EXIT

VARIABLE ELEMENTS

- (1) If Certified or Express Mail:
Var:recapdel
If Priority/FirstClass, Non-Certified:
"It will be delivered [First Class/Priority Mail]."
- (2) [TOTAL of services selected + postage]
- (3) Amount input by user
- (4) (2) minus (3)
- (5) (2) minus (3)

Fig 313

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

It will be delivered Certified Mail,
with a Return Receipt sent to you.

(1)

Required postage \$2.52 (2)
Postage on it now \$3.00 (3)

Additional postage needed \$.00

May I help you with something else?

Yes No

Back Up

EXIT

480

VARIABLE ELEMENTS

- (1) If Certified or Express Mail:
Var:recapdel
If Priority/FirstClass, Non-Certified:
"It will be delivered [First Class/Priority Mail]."
- (2) [TOTAL of services selected + postage]
- (3) Amount input by user

Fig 314

0 80 160 240 320 400 480 560 640 D-xx

0

80

Some things are less expensive to mail.
Does your package qualify for a reduced rate?

160

No, send it Priority Mail

240

Yes, reduced rate for books or
computer software

320

Yes, reduced rate for records, tapes or
sheet music

400

Yes, reduced rate for medical material
(to doctors, hospitals, medical schools or students)

480

Back Up

EXIT

VARIABLE ELEMENTS

Fig 315

0 80 160 240 320 400 480 560 640 D-xx

0

How much postage is already on your letter?

(1)

\$. 00

1 2 3

4 5 6

7 8 9

CLEAR 0 .

ENTER

Back Up

EXIT

80

160

240

320

400

480

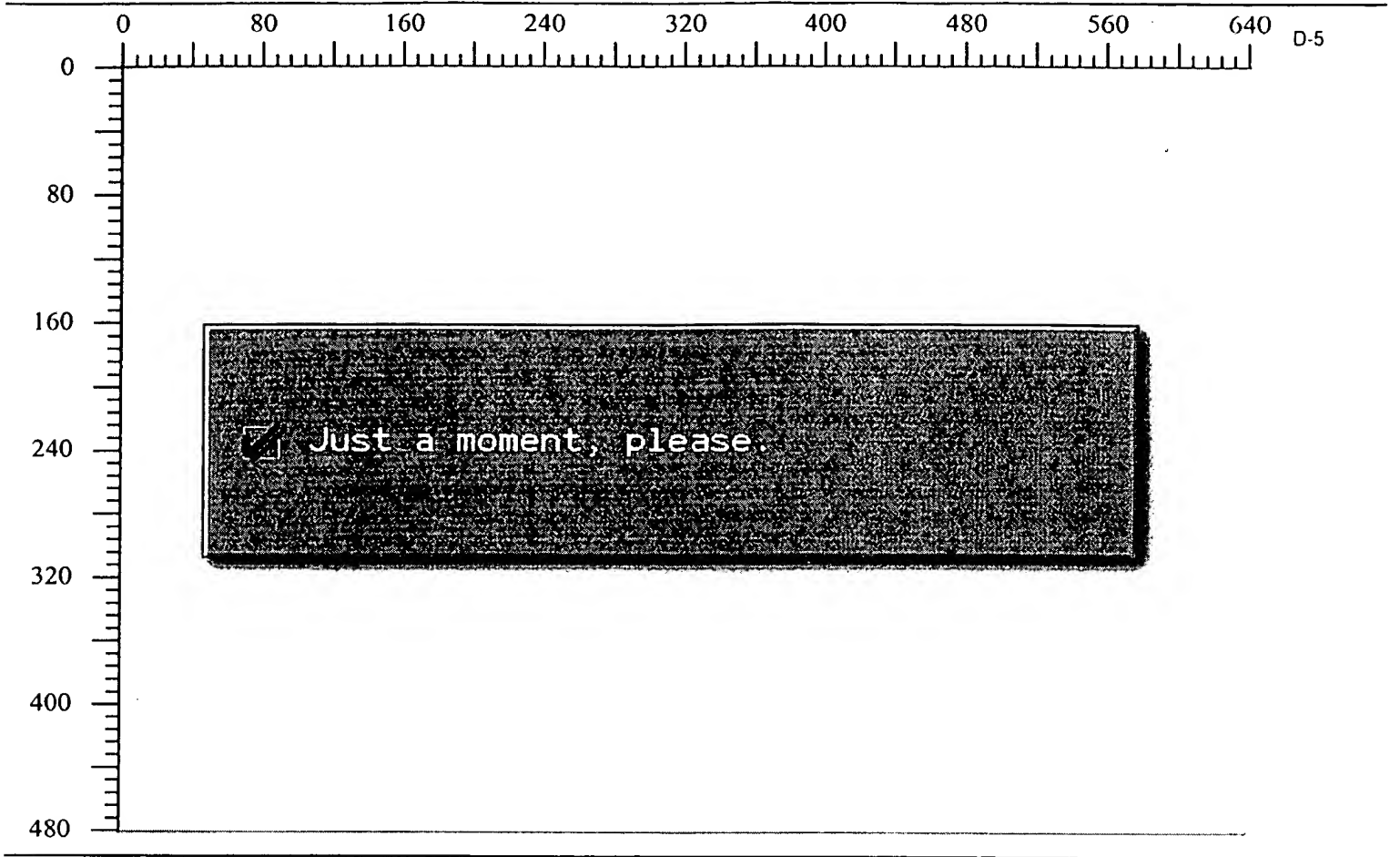
VARIABLE ELEMENTS

- 1) If package: "package"

Fig 314

09/807444

JAMP.a - Scr:186



VARIABLE ELEMENTS

Fig 317

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

I'm sorry. The printer just went out of order. I am not able to print your receipt right now. (1)

To get a receipt for \$10.75, please give this number to a postal representative during regular business hours:

RC084028 (2)

(3)

May I help you with something else?

Yes No

EXIT

VARIABLE ELEMENTS

- (1) [AMOUNT of purchase]
- (2) Transaction number or Error Tracking number.
- (3) If Hold Mail/Change of Address:

"I'm sorry. The printer just went out of order. I am not able to print your record right now.

To get a record, please give this number to a postal representative during regular business hours."

Fig 318

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Please take your Certified Mail form
from below. Your stamp is below and
to the left.

Priority stickers are available in the
lobby. Put one on each side of your
package.

Please take your receipt from above.

May I help you with something else?

Yes No

EXIT

VARIABLE ELEMENTS

Fig 319

0 80 160 240 320 400 480 560 640 D-26

0

80

160

240

320

400

480

Mail for PO Boxes is automatically held for you.

When you return, you can pick up your mail at a window in the Post Office during regular business hours.

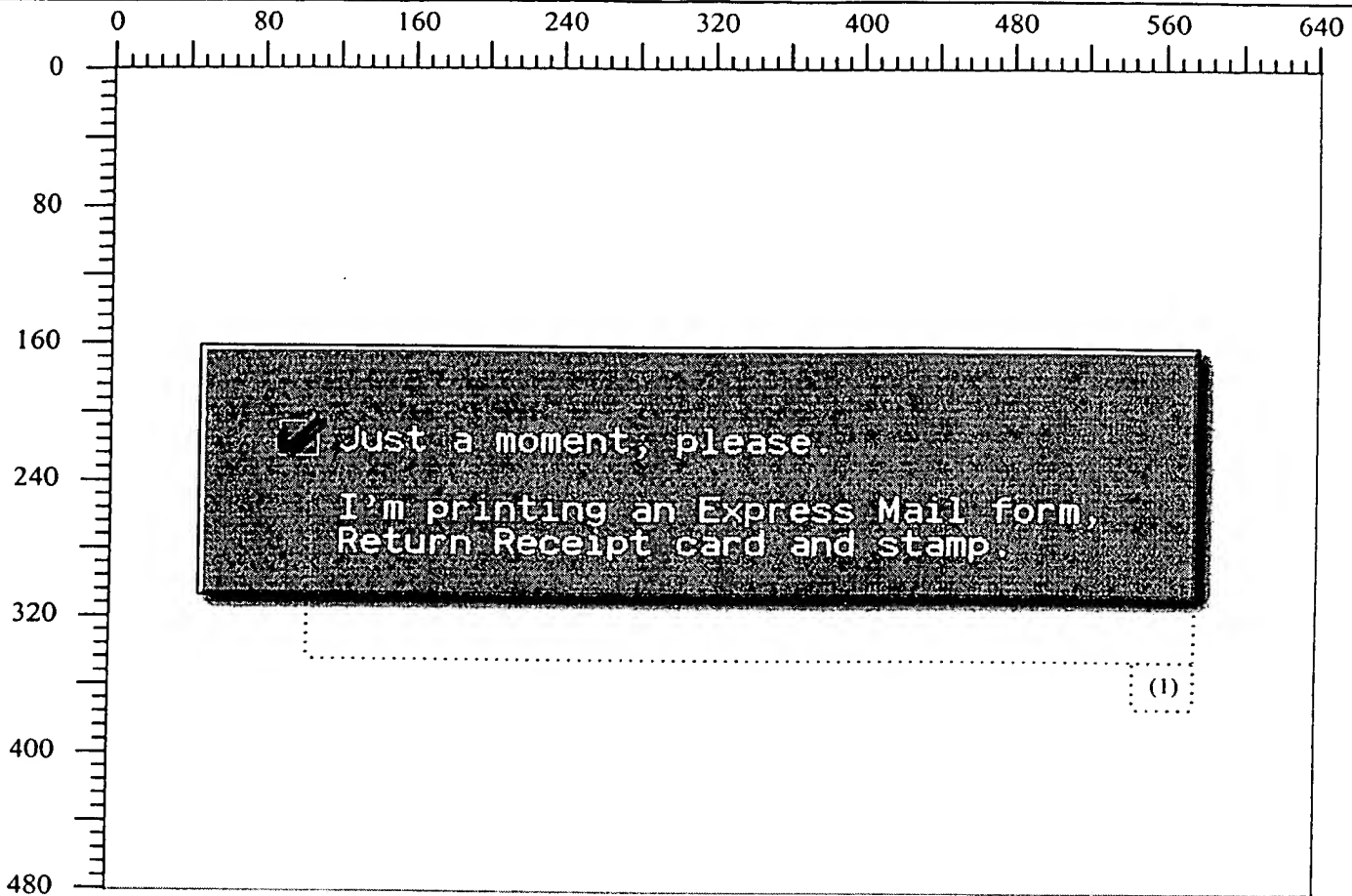
May I help you with something else?

Yes No

EXIT

VARIABLE ELEMENTS

Fig 320



VARIABLE ELEMENTS

(1) `var:prntlst` (CST lists items being printed.)

Fig 321

0 80 160 240 320 400 480 560 640

0

80 I'm sorry. The printer just went out of order. I am not able to print your receipt right now. (1)

160 To get a receipt for \$11.85, please give this number to a postal representative during regular business hours: (2)

240 RC084712

320 May I show you how to apply the Return Receipt card and stamp?

400 Yes No

480 EXIT

VARIABLE ELEMENTS

- 1) [TOTAL AMOUNT OF PURCHASE]
2) Transaction or Error number.

Fig 322

0 80 160 240 320 400 480 560 640 D-19

0

80 I'm sorry. The printer just went out of order. I am not able to print your record right now.

160 To get a record, please give this number to a postal representative during regular business hours:

240 (1)
RC084921

320 Ready to fill out the Change of Address form (2)
for the next person?

400 Yes No

480 EXIT

VARIABLE ELEMENTS

- (1) Transaction or Error number.
- (2) If Receipt Printer failure happens at end of first C of A: as above.
If Receipt Printer failure happens at end of 2nd-Nth C of A:
"Is there someone else who needs a
Change of Address form filled out?"
- (2) Error or transaction number

Fig 323

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

For your \$509.82 C.O.D. letter, (1)

Will you want a Return Receipt sent to you? The price is an additional \$1.10

Yes No

Will you want to restrict delivery to a specific person? The price is an additional \$2.75

Yes No

Back Up

EXIT

VARIABLE ELEMENTS

- (1) If a COD letter: As above.
If a COD package: For your \$XXX.xx C.O.D. package,
If a Certified letter: For your Certified letter,
If a Certified package: For your Certified package,
If a Registered letter: For your Registered letter,
If a Registered package: For your Registered package,

Fig 324

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Registered Mail is the most secure way to send mail. It takes a day or two longer to deliver.

(1)

Priority Mail has a two-day average delivery speed and costs \$3.00. Since Registered Mail takes longer than two days to deliver, it's more cost-effective to send it First Class for \$1.47.

(2)

Would you like to change it to First Class?

Yes No

Back Up

EXIT

VARIABLE ELEMENTS

- (1) Priority Mail postage for weight entered or detected
- (2) First Class postage for weight entered or detected

Fig 38

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

(1) \$500.00 insurance is included in the price of Express Mail postage.

(1) You can buy up to \$4,500.00 more insurance. The cost is \$.90 for each additional \$100.00 of insurance.

(2)

Would you like to buy more insurance?

Yes No

Back Up

EXIT

VARIABLE ELEMENTS

- (1) These values are soft-coded. Value is derived from PTMMaint app.
- (2) Value is soft-coded. Value is derived from Postal Rates app.

Fig 326

(1)

0 80 160 240 320 400 480 560 640

0 C.O.D. can total up to \$600 including the value of the item and postage

80 How much should we collect?

160 Value of the item plus postage

240 Value of the item only

320 Postage only

400

480

Back Up

EXIT

VARIABLE ELEMENTS

(1) Value is soft-coded. Value is derived from PTMMaint app.

Fig 327

0 80 160 240 320 400 480 560 640

0

Do any of these describe your package?

80

No, none of these

160

One side longer than 17 inches

240

Contains liquid

320

Contains live or perishable items

400

Roll or tube or cylinder shape

480

Wooden, metal or banded box, or film case

Back Up

EXIT

VARIABLE ELEMENTS

Fig 328

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Here are postcard rates.

Anywhere in the United States \$.20 (1)

To Canada \$.40

To Mexico \$.35

To all other countries \$.50

Double Postcards (U.S. only) \$.40

Would you like to buy a stamp?

Yes No

Back Up

EXIT

VARIABLE ELEMENTS

(1) Current rate to destination (provided to CST by postal rates application)

Fig 329

0 80 160 240 320 400 480 560 640

0

80 Here are postcard rates.

160 Anywhere in the United States \$.20 (1)

To Canada \$.40

To Mexico \$.35

To all other countries \$.50

240 Double Postcards (U.S. only) \$.40

320 May I help you with something else?

400 Yes No

480 Back Up EXIT

VARIABLE ELEMENTS

(1) Current rate to destination (provided to CST by postal rates application)

Fig 330

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Which is it?

Higher or wider than 17 inches

Longer than 34 inches

Neither of these

Back Up

EXIT

VARIABLE ELEMENTS

Fig 331

0 80 160 240 320 400 480 560 640

0

Okay, which postcard stamp?

(1)

80	United States	\$.20
160	Canada	\$.40
240	Mexico	\$.35
320	All other countries	\$.50
400	Double Postcards (U.S. only)	\$.40

480

Back Up

EXIT

VARIABLE ELEMENTS

(1) Current rate to destination (provided to CST by postal rates application)

Fig 332

The image shows a screenshot of a mail service menu. A ruler is overlaid on the left side, with markings from 0 to 480 in increments of 80. The menu text is as follows:

Thanks.

How may I help you?

(1)

- Mail a Letter or Package
- Buy Stamps
- Look up Information
- Hold Mail or Change Address

VARIABLE ELEMENTS

- (1) If Deliver America is available, display "Shop and Send Gifts" on a 5th button. See Scr:001 for button placement.

Fig 333

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Are you the owner of the P0 box?

Yes No

Back Up

EXIT

VARIABLE ELEMENTS

Fig 334

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

In order to change the address
of a PO box, the owner of the
box must first close it.

Do you know if the owner has
done this?

Yes No

Don't Know

Back Up

EXIT

VARIABLE ELEMENTS

Fig 335

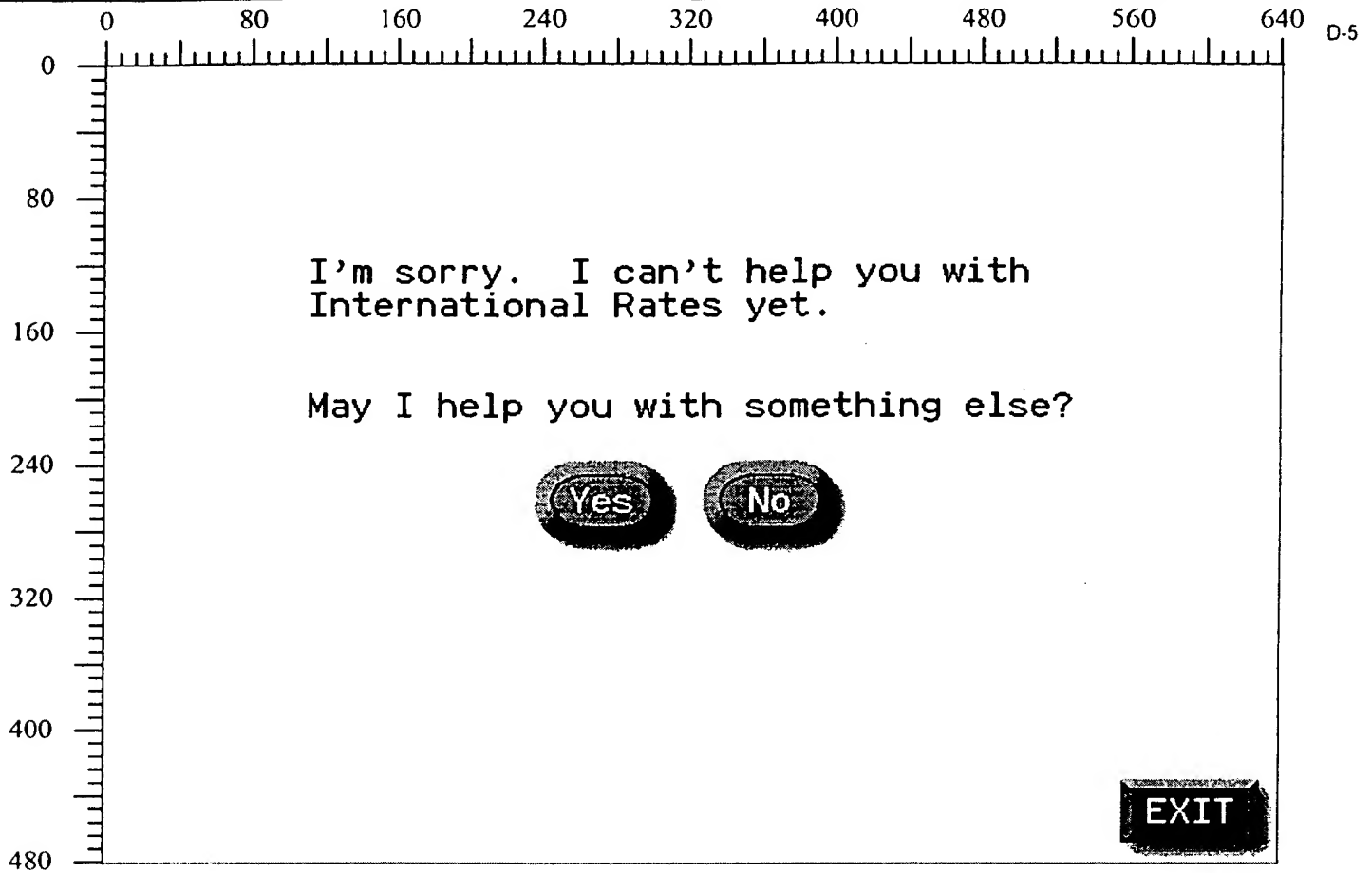
	0	80	160	240	320	400	480	560	640
0									
80	I'm sorry, but you must make arrangements with the owner of the PO box to forward your mail.								
160	May I help you with something else?								
240	<input type="button" value="Yes"/> <input type="button" value="No"/>								
320									
400									
480	<input type="button" value="Back Up"/> <input type="button" value="EXIT"/>								

VARIABLE ELEMENTS

Fig 338

09/807444

im_sorry.a - Scr:206



VARIABLE ELEMENTS

Fig 337

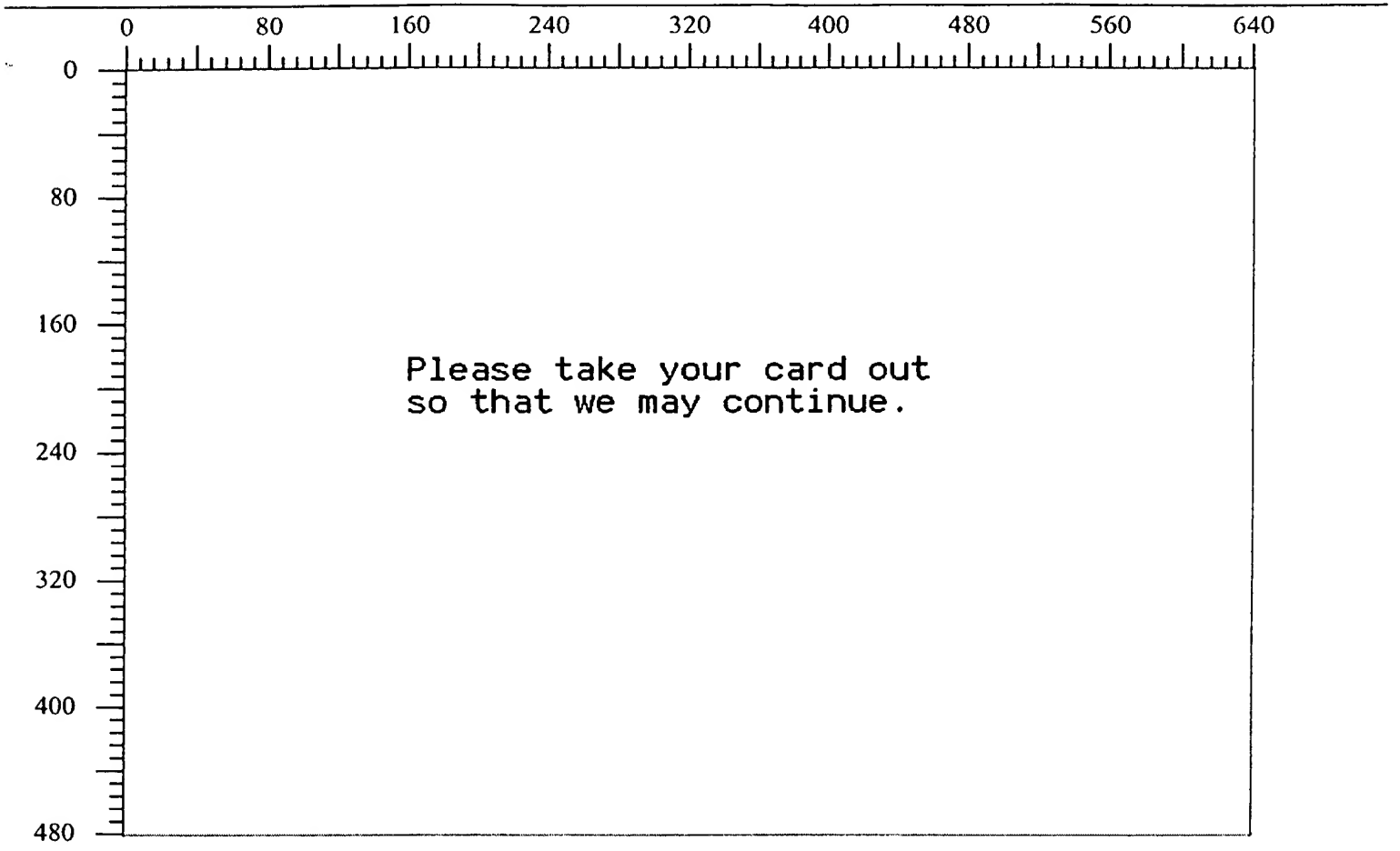
	0	80	160	240	320	400	480	560	640
0									
80	I'm sorry. I can't help you with international letters weighing more than 4 pounds.								
160	Please see a postal representative during regular business hours for further assistance.								
240	May I help you with something else?								
320	<input type="button" value="Yes"/> <input type="button" value="No"/>								
400									
480	<input type="button" value="Back Up"/> <input type="button" value="EXIT"/>								

VARIABLE ELEMENTS

Fig 338

09/807444

Takeout - Scr:208



VARIABLE ELEMENTS

Fig 339

Which is it?

- Glass container with more than 24 ounces of liquid
- Plastic container with one or more gallon of liquid
- Can container with paint
- None of these

Back Up

EXIT

VARIABLE ELEMENTS

Fig 340

09/807444

which - Scr:210

0 80 160 240 320 400 480 560 640

0

What will you be mailing?

80 Letter

160 Large Envelope
(larger than 6 1/8" by 11 1/2")

240 Postcard

320 Package

400 Large Package
(length plus width is 84" to 108")

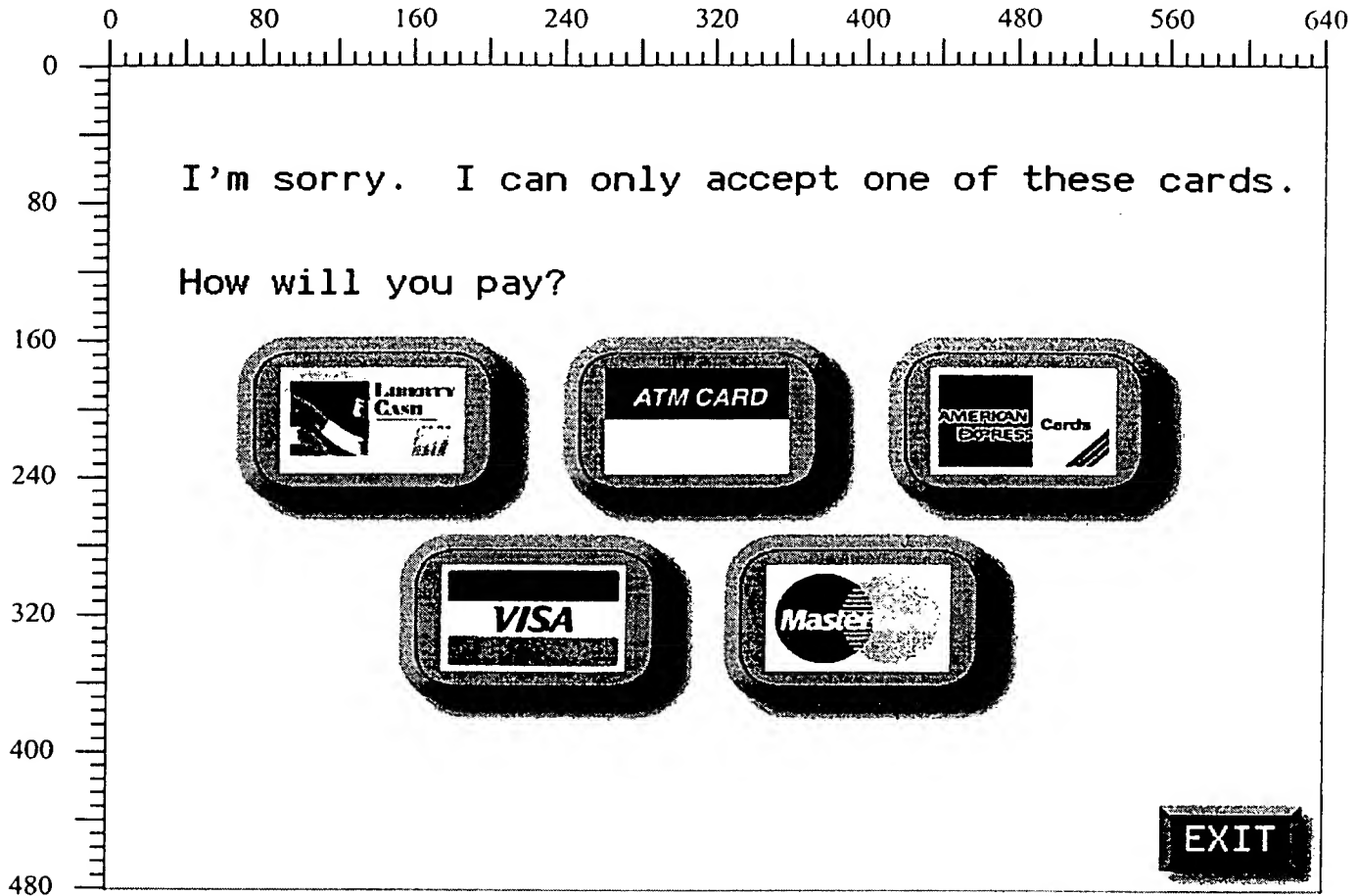
480

Back Up

EXIT

VARIABLE ELEMENTS

Fig 341



VARIABLE ELEMENTS

SPECIAL GRAPHICS

Card graphics are: Bmp:btnlibcd/btnatm/btnamex/btnvis/btnmcd

Fig 342

The screenshot shows a terminal window with a coordinate grid. The horizontal axis (x) ranges from 0 to 640 with major ticks every 80 units. The vertical axis (y) ranges from 0 to 480 with major ticks every 80 units. The text displayed is as follows:

I'm sorry.....You selected Visa but you
inserted a MasterCard. (1)

Would you like to use your MasterCard? (2) (3)

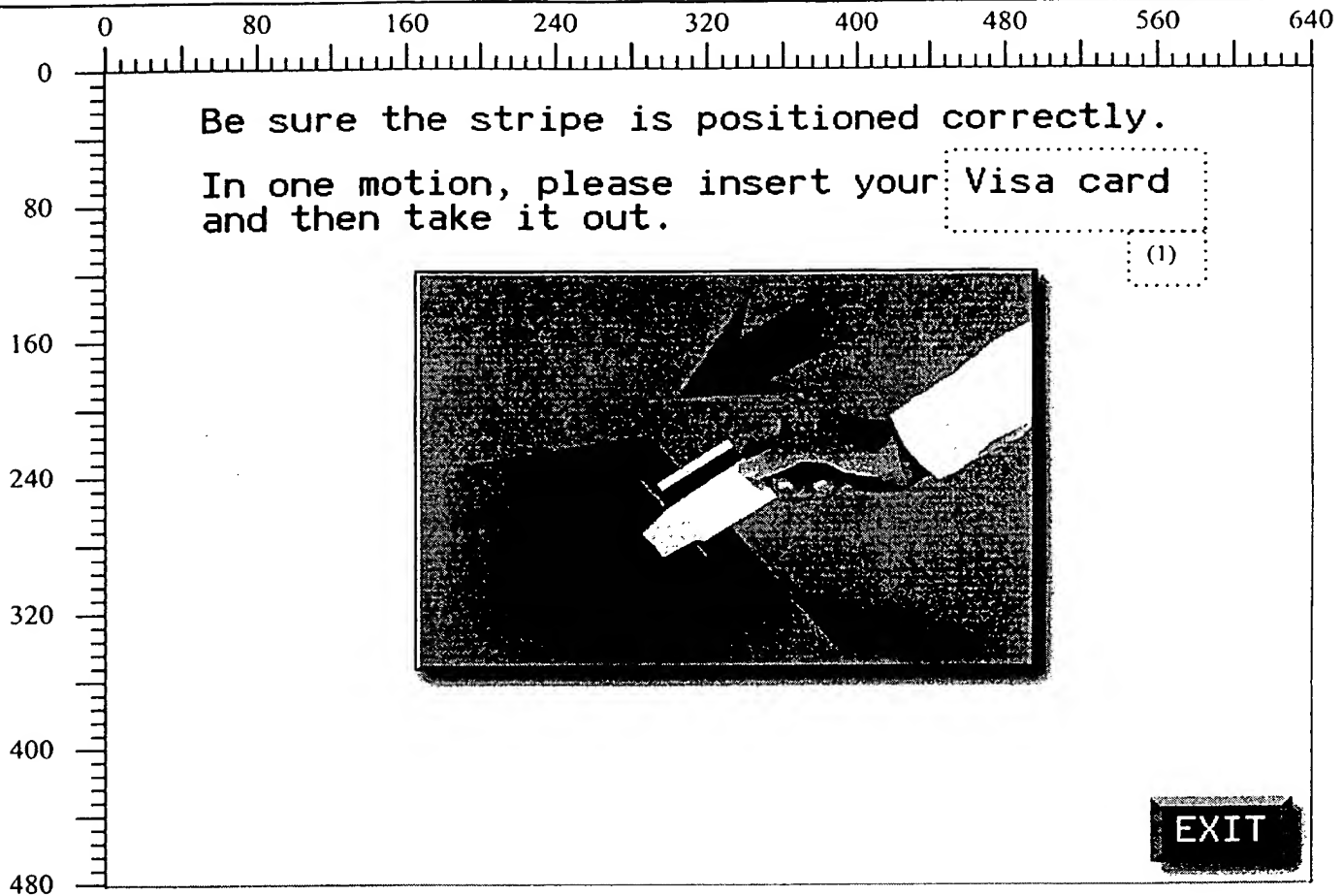
Yes No

Back Up EXIT

VARIABLE ELEMENTS

- (1) [Visa] as shown
[MasterCard]
[LibertyCash Card]
[ATM card]
[American Express]
- (2) [a Visa card]
[a MasterCard] as shown
[a LibertyCash Card]
[an ATM card]
[an American Express card]
- (3) [MasterCard] as shown
[Visa card]
[LibertyCash Card]
[ATM card]
[American Express card]

Fig 343



VARIABLE ELEMENTS

- (1) [Visa card] as shown
[MasterCard]
[LibertyCash Card]
[ATM card]
[American Express card]

Fig 344

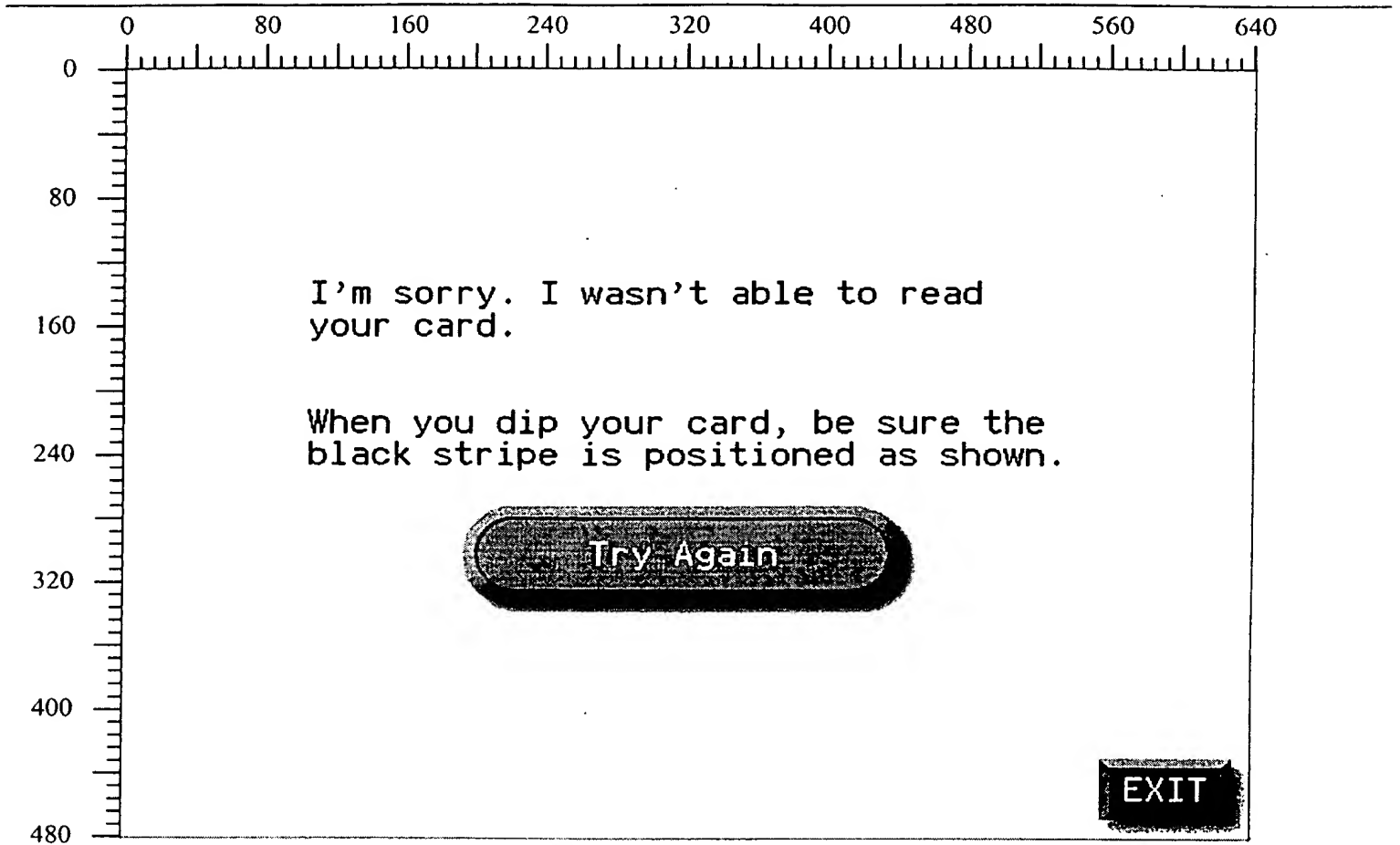
09/807444

nocard - Scr:214

	0	80	160	240	320	400	480	560	640
0									
80									
160	I'm sorry. I am not able to read your card.								
240	May I help you with something else?								
320	<input type="button" value="Yes"/> <input type="button" value="No"/>								
400									
480	<input type="button" value="Back Up"/> <input type="button" value="EXIT"/>								

VARIABLE ELEMENTS

Fig 345



VARIABLE ELEMENTS

Fig 346

09/807444

diffcard - Scr:216

(1)

I'm sorry. I am not able to read your card.

Would you like to use another card?

Yes No

Back Up EXIT

VARIABLE ELEMENTS

- (1) If maximum number of bad card reads: as above.
If charge not authorized by financial institution:
"I'm sorry. Your bank did not give approval
for this charge. Please contact them
for further information."

Fig 347

0	80	160	240	320	400	480	560	640
0								
80	I'm sorry.							
160	Due to technical difficulties, I am not able to read your card.							
240	May I help you with something else?							
320	<input type="button" value="Yes"/> <input type="button" value="No"/>							
400								
480	<input type="button" value="EXIT"/>							

VARIABLE ELEMENTS

Fig 348

0 80 160 240 320 400 480 560 640

0

(1)

I'm sorry.

Due to technical problems,
I could not reach your bank
for authorization.

80

160

May I help you with something else?

240

Yes No

320

400

480

EXIT

VARIABLE ELEMENTS

- (1) If ATM/Amex/Visa/MC: text as above:
- (2) If LibertyCash Card AND CST is located in Post Office:
I'm sorry. I can't do this
right now.
- Please try again later or see
a postal representative during
regular business hours.
- If LibertyCash Card AND CST is located outside Post Office:
I'm sorry. I can't do this
right now.
- Please try again later or ask
for assistance at a Post Office
during regular business hours.

Fig 349

09/807444

special4 - Scr:219

0 80 160 240 320 400 480 560 640

0

Which is it?

80

160

240

320

400

480

Back Up

EXIT

Wooden or metal box

Metal-banded parcel

Film case with strap-type closures

Film case without strap-type closures

None of these

VARIABLE ELEMENTS

Fig 350

0 80 160 240 320 400 480 560 640

(1)

I'm sorry. Your bank did not give approval
for this charge. Please contact them
for further information.

May I help you with something else?

Yes No

EXIT

VARIABLE ELEMENTS

(1) If ATM/Amex/Visa/MC: text as above:

If LibertyCash Card
TBD

Fig 351

09/807444

On Scale - Scr:221

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Is anything on the scale?

Yes No

Back Up

EXIT

VARIABLE ELEMENTS

352

0 80 160 240 320 400 480 560 640

0

Which service?

80

Return Receipt for Merchandise
sent to you

160

Insurance

240

Collect on Delivery (C.O.D.)

320

None of These

400

480

Back Up

EXIT

VARIABLE ELEMENTS

Fig 353

09/807444

startover - Scr:223

	0	80	160	240	320	400	480	560	640
0									
80									
160									
240	Would you like to start over?								
320	<input type="button" value="Yes"/> <input type="button" value="No"/>								
400									
480									<input type="button" value="EXIT"/>

VARIABLE ELEMENTS

Fig 354

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

If you send your package reduced rate, it will be delivered in 3 days. (1)

It may also be opened and inspected. If upon inspection the package is found to have insufficient postage, it may not be delivered.

How do you want it to go?

(2) Reduced rate \$1.24 (3)
3 days average

(5) Priority Mail \$3.00 (4)
2 days average

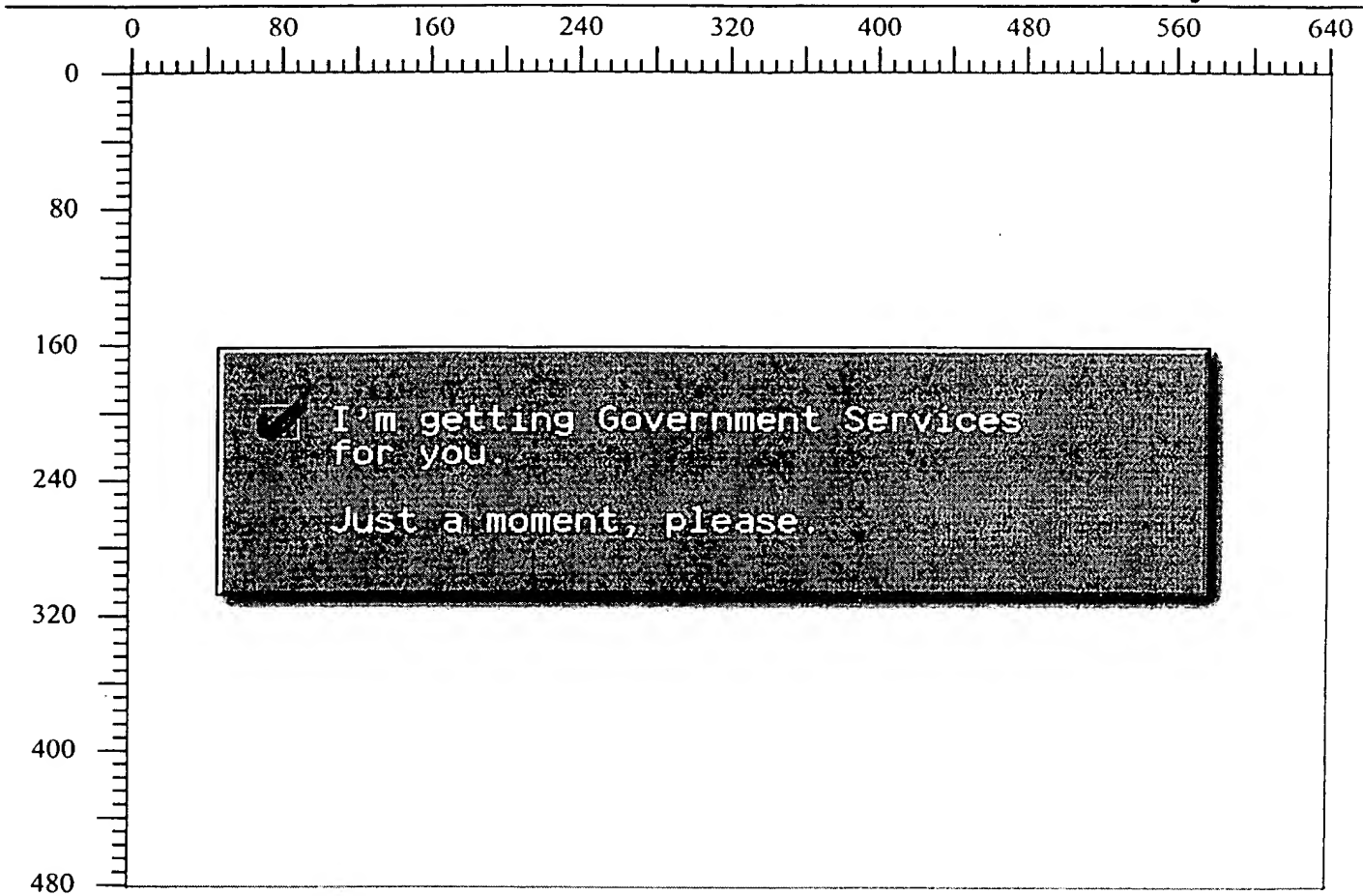
Back Up

EXIT

VARIABLE ELEMENTS

- (1) Delivery standard for reduced rate to selected destination
- (2) Delivery standard for reduced rate to selected destination
- (3) Reduced rate postage for distance and weight of item
- (4) Priority postage for weight of item
- (5) Priority delivery standard.

Fig 355



VARIABLE ELEMENTS

Fig 356

0 80 160 240 320 400 480 560 640

0 80 160 240 320 400 480

I'm sorry. I'm having trouble weighing
your letter. (1)

May I help you with something else?

Yes No

Back Up EXIT

VARIABLE ELEMENTS

(1) If package: "package"

Fig 352

09/807444

deadscale - Scr:227

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

I'm sorry. The scale just went out of order.

Do you know how much your letter weighs? letter (1)

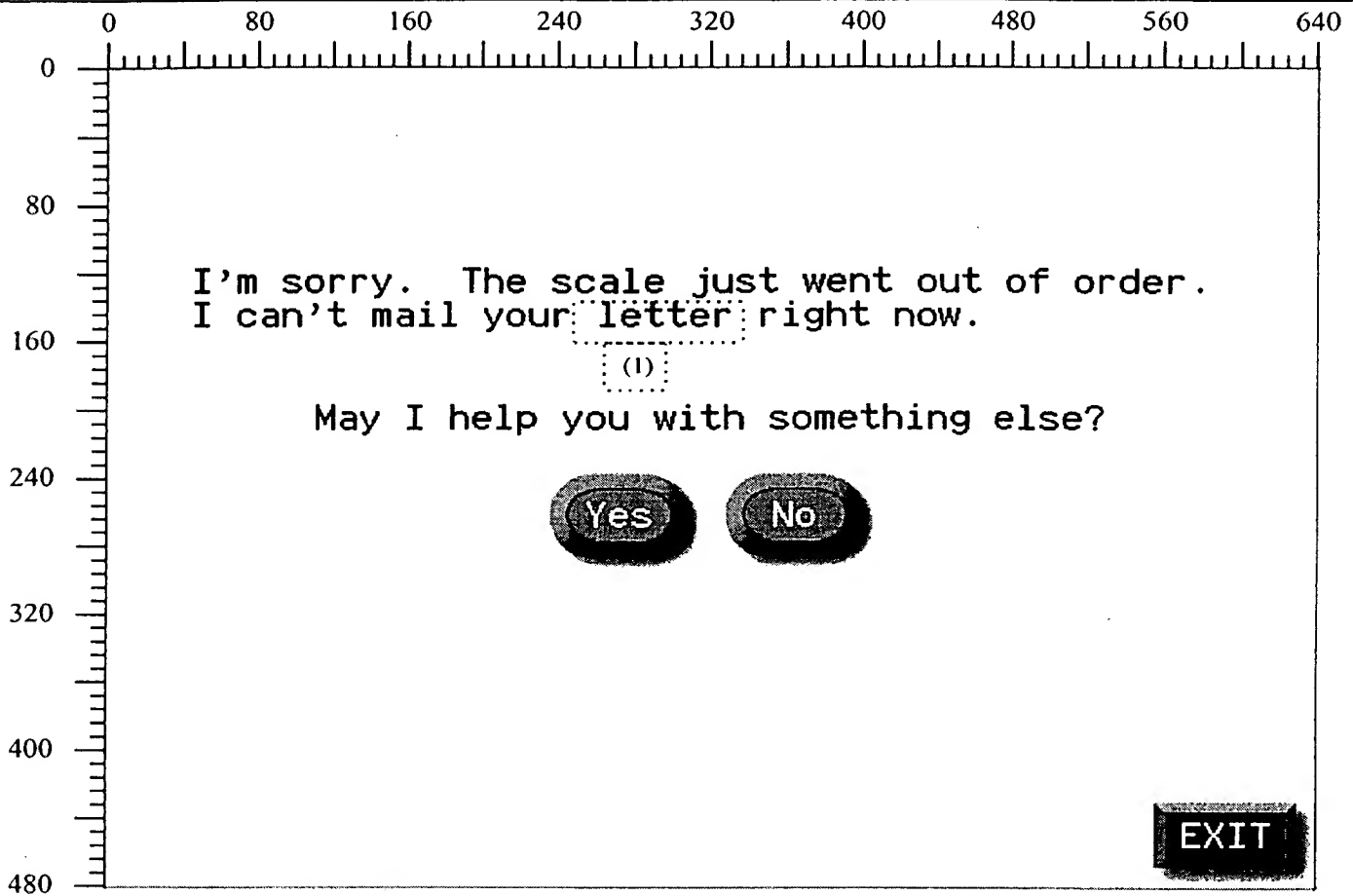
Yes No

EXIT

VARIABLE ELEMENTS

(1) If package: "package"

Fig 358



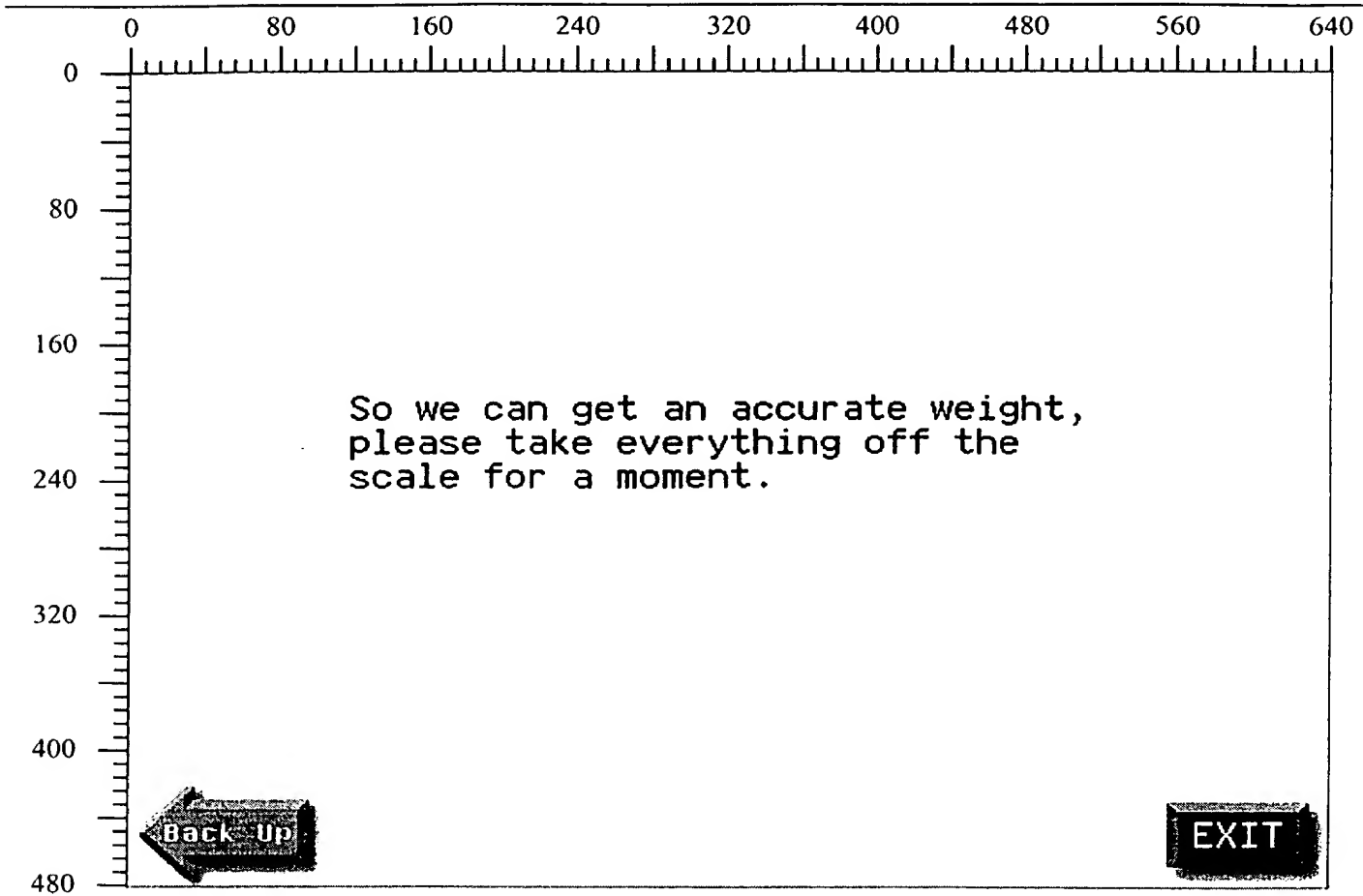
VARIABLE ELEMENTS

(1) If package: "package"

Fig 358

09/807444

TakeOff - Scr:229



VARIABLE ELEMENTS

Fig 350

0	80	160	240	320	400	480	560	640
0								
80								
160	I'm sorry. Only an authorized person may hold the mail for the business.							
240	May I help you with something else?							
320	<input type="button" value="Yes"/> <input type="button" value="No"/>							
400								
480	<input type="button" value="EXIT"/>							

VARIABLE ELEMENTS

Fig 36A

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Please take the Change of Address form from below.

Sign the form, and follow the instructions on how to fold it. Then mail the form. No postage is necessary if mailed in the U.S.

Be sure to give your new address to everyone who sends you mail. Change of Address cards are available at this Post Office.

(1)

Ready to fill out the Change of Address form for the next person?

(2)

Yes No

EXIT

VARIABLE ELEMENTS

- (1) If CST is not located in PO:
"the"
- (2) If end of first Change of Address, as above.
If end of 2nd-Nth Change of address:
"Is there someone else who needs a
Change of Address form filled out?"

Fig 362

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Okay, your address will be changed as requested. (1)

Be sure to give your new address to everyone who sends you mail.

Change of Address cards are available at this (2)

Post Office.

Would you like a record?

Yes No

EXIT

VARIABLE ELEMENTS

- (1) If Permanent Change of Address: as above.
If Temporary Change of Address:
"Okay, your address will be changed as requested."
If Hold Mail:
"Okay, your mail will be held as requested."
- (2) If CST is not located in PO:
"the"

Fig 362

0	80	160	240	320	400	480	560	640
0								
80	<div style="border: 1px dashed black; padding: 10px;"> <div style="border: 1px dashed black; padding: 5px; display: inline-block;">(2)</div> <div style="float: right; border: 1px dashed black; padding: 5px;">(1)</div> <p>Okay, your address will be changed as requested.</p> <p>Be sure to give your new address to everyone who sends you mail. Change of Address cards are available at this Post Office.</p> </div>							
160								
240	<div style="border: 1px dashed black; padding: 10px;"> <p>Please take your record from above.</p> <div style="float: right; border: 1px dashed black; padding: 5px;">(3)</div> </div>							
320	<div style="border: 1px dashed black; padding: 10px;"> <p>Ready to fill out the Change of Address form for the next person?</p> <div style="float: right; border: 1px dashed black; padding: 5px;">(4)</div> </div>							
400	<div style="display: flex; justify-content: center; gap: 20px;"> <div style="border: 1px solid black; border-radius: 15px; padding: 5px 15px;">Yes</div> <div style="border: 1px solid black; border-radius: 15px; padding: 5px 15px;">No</div> </div>							
480	<div style="text-align: right; margin-top: 20px;"> <div style="border: 1px solid black; padding: 5px 10px; display: inline-block;">EXIT</div> </div>							

VARIABLE ELEMENTS

(1) If Permanent Change of Address: as above.

If Temporary Change of Address:

"Okay, your address will be changed as requested."

(2) If CST is not located in PO:
"the"

(3) If record was not printed, suppress this line.

(4) If first of multiple changes: as above.

If 2nd-Nth of multiple changes:

"Is there someone else who needs a
Change of Address form filled out?"

Fig 3L4

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Okay, your address will be changed as requested. (1)

Be sure to give your new address to everyone who sends you mail. Change of Address cards are available at this Post Office.

(2)

May I help you with something else?

Yes No

EXIT

VARIABLE ELEMENTS

- (1) If Permanent Change of Address: as above.
If Temporary Change of Address:
 "Okay, your address will be changed as requested."
If Hold Mail:
 "Okay, your mail will be held as requested."
- (2) If CST is not located in PO:
 "the"

Fig 365

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

The temporary address change will
take effect August 18. (2)

We will resume delivery on August 28. (3)

(1)

This is correct

Make a change

EXIT

VARIABLE ELEMENTS

- (1) If temporary Change of Address: as above
If permanent Change of Address:
The permanent address change will
take effect [Date].
- (2) Start date chosen by user.
- (3) Resume date chosen by user.

Fig 360

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

For your security, a change of address must have the name of the person requesting it.

Is your name JOHN SMITH? (1)

Yes No

Back Up

EXIT

VARIABLE ELEMENTS

- (1) If user entered a first & last name: as above.
If user entered only a last name:
"Is your last name [LAST NAME]?"

Fig 367b

Okay, let's fill out a form for the first person.
Last name? Then Enter.

(1)

1 2 3 4 5 6 7 8 9 0 Erase

Q W E R T Y U I O P -

A S D F G H J K L Enter

Shift Z X C V B N M , .

Space # &

Back Up EXIT

VARIABLE ELEMENTS

- (1) If app is asking for last name: as shown
If app is asking for first name: First name? Then Enter.

Is there an apartment
or suite number?

1 2 3 4 5 6 7 8 9 0 Erase

Q W E R T Y U I O P -

A S D F G H J K L Enter

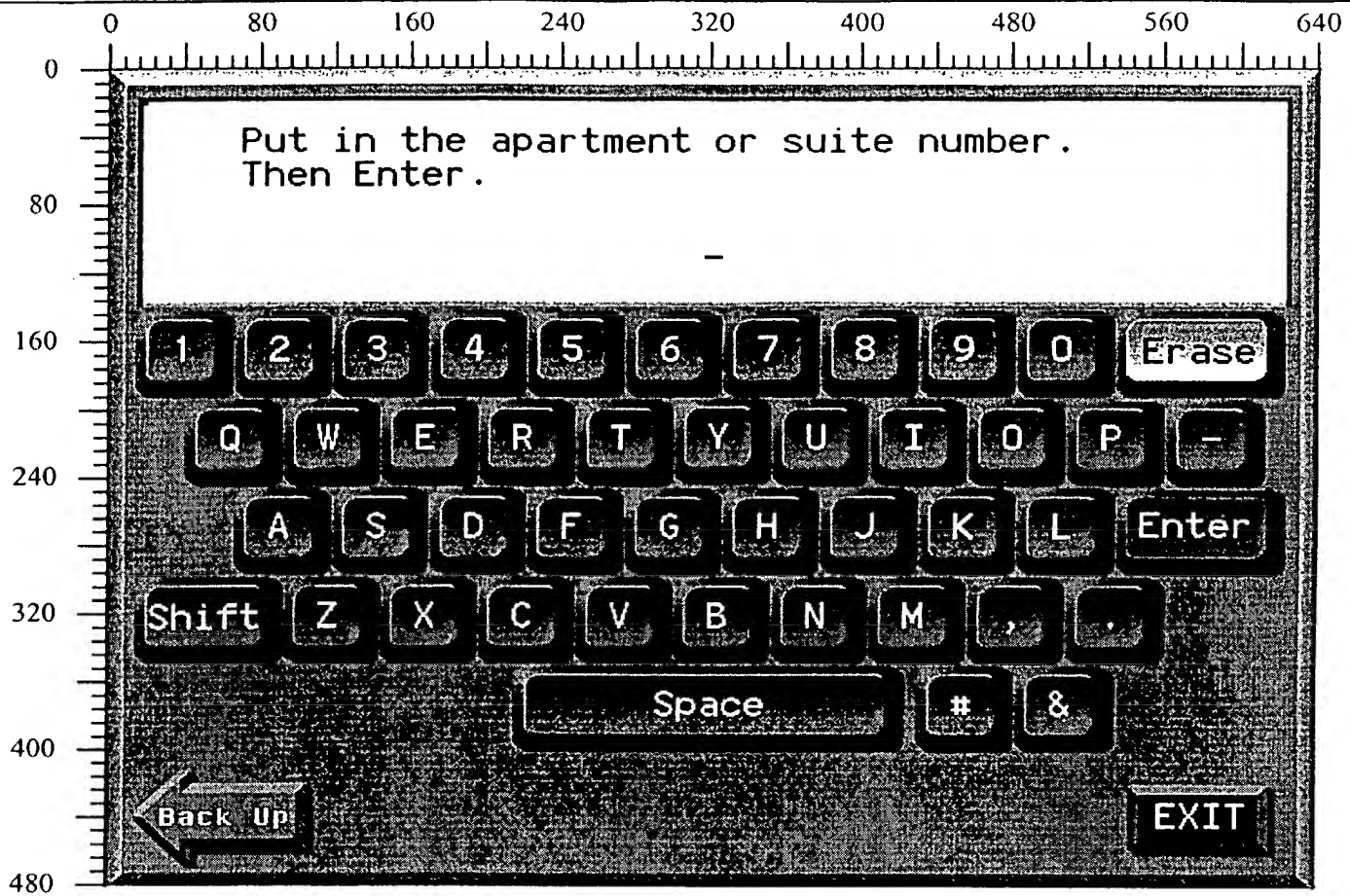
Shift Z X C V B N M , .

Space # &

Back Up EXIT

VARIABLE ELEMENTS

Fig 36⁹



VARIABLE ELEMENTS

0 80 160 240 320 400 480 560 640

0

(1)

Please take your stamps from below
and to the left.

\$9.00 has been charged to your card.

(2)

80

160

240

320

May I help you with something else?

Yes No

400

480

EXIT

VARIABLE ELEMENTS

- (1) If purchasing more than one stamp: as above
If a single stamp purchase OR mailing a letter/package: "stamp"
- (2) If Lib Cd/Amex/Visa/MasterCd used:
"[AMOUNT] has been charged to your card." (as shown)
- If ATM card used:
"[AMOUNT] has been deducted from your account."

Page 1

How much do I pay?

Telephone Service Application

By answering as many questions below we can help find the right telephone company for you.
If you have them handy, get you last phone bills out.

Let's get started

1. Do you currently have a different company for local service and long distance?

Yes

No

They are the same

2. Do you have more than 1 telephone line?

Yes

No

3. Do you have a separate telephone line for your fax machine?

Yes

No

4. Do you have a separate line for your computer?

Yes

No

5. All together, how many telephone lines do you have? _____ ← (Customer types number)

Continue

6. Do you have a cellular phone?

Yes

No

7. If you have a cellular phone, how many? _____ ← (Customer types number)

Continue

Fig 372

Page 2

8.

If you have a cellular service, is that company the same as your long distance company?

Yes

No

Is it the same as your local phone company?

Yes

No

Don't Know

Don't Know

9.

Do you know approximately how much do you spend in long distance each month?

I spend \$

I Don't Know

Continue

10.

If you know, how much does your local phone company charge per month for each phone line?

They charge \$ per line.

I Don't Know

11.

Approximately what percentage of your call time is spent local?

Regional or intra-lata?

Long distance?

Cell phone local?

Cell phone long distance?

(Should add up to 100%)

(same area code but not in
your local area - usually
about 30 miles away)

Continue

12.

How much per minute does your long distance company charge? per minute

I Don't Know

Page 3

Based on your answers we have the following information that you should look at:

You have 5 telephone lines.

Your current local company charges \$25.50 per line. That comes to: \$ 127.50

AT&T only charges \$16.50. That comes to: \$ 82.50

You save \$ 45.00 per month for line charges.

AT&T also offers cellular and long distance.

Long Distance .2 per minute

Your Company .10 per minute

You average 2000 minutes of long distance per month

Your average long distance per month

\$ 200.00

AT&T would be

\$ 180.00

You would save \$ 20.00 per month

Call 800-222-0400 to switch

Bell Atlantic's charge per line is \$ 24.59 per line.

That comes to: \$ 122.95

Bell Atlantic's long distance charge is

You will save \$ 4.55 per month

Long Distance .6 per minute

Average

Bell Atlantic would be

\$ 120.00

Your Company .10 per minute

You pay (average)

\$ 115.45

You would save \$ 20.00 per month

You average 2000 minutes of long distance per month

Call 800-222-0400 to switch

Fig 374

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